EFFICIENT BUILDING OF A CUSTOMER AND SUPORT TEAM

Copler Customer Support Experience

Type of Company
Travel & Booking

Positions hired
Technical &Customer Support

Benefits

- **Trained** and **experienced** developers

- Seamlessly Integrate

- **No** cultural or communication **barriers**

- **Full** organizational **control** and **real-time access** to development team

- **Transparency** on all project stages

- **Safety, security,** and **privacy** for project as well as 24/7 communication

What are the roles your company can cope with?

Level 1/2/3 Support department in an offshore, support IT infrastructure of the client's company.

How did you manage to organize staff on a customer support system?

The combination of knowledge, tools, cutting-edge technologies and experience enable experts to provide cost-effective solutions and organize everything in the best possible way.

As for the tools we use for organizing, let us highlight Google business account that gives access to useful Google services like Google Drive. That helps to communicate, share files and train stuff via video conferences more effectively. Also we use well-thought-out email templates for time saving and standardization of communication process.

What do you do to manage work of offshore employees?

According to our well-founded belief, the best way to improve managing of the team of offshore employees is to value them and give them assurance of belonging to the company. Impactful and prolific cooperation between onshore and offshore teams create solid bonds and give offshore employees full immersion in the company's atmosphere.

Another important point is an ability to allot a task clearly to the team and have a clear vision how it has to be performed and what results you expect. Such approach requires circumspect planning and works really well.

And it is necessary to evaluate the effectiveness of the work. For that you have to define future results on certain iterations and then compare them with real results during the work process.

Explain the process of adaptation of staff into your corporate culture?

One of the key elements of our successful on boarding is usage of the customized training programs for members of Support teams of all levels and during the training process we highlight essential expectations and explain main processes.
Constant communication also gives results as group chats help to foster our culture in our new members – team leaders always join the conversation playing a great role in teambuilding.

How do you control efforts of your staff?

We monitor KPI for each and every member of Customer and Tech support team. Every team meeting includes presentation of the gathered data with following approbation of the best performers.

In order to make sure that our staff doesn't disengage themselves from work we use screen capture system.

What were the main points of interview process and what were the person specifications?

As our offshore staff works mainly from home, first and foremost, much prominence was given to the stability of web-connection and background noises.

Also we gave priority to those candidates who were familiar with Team Lead and SME. Thus solid experience and a proficiency to work without constant supervision are the main things we are looking for in our candidates.

What is your experience of working with the Copler?

The Copler has really efficient and well-thought-out hiring process so we managed to gather the team and start working with them in the shortest possible amount of time. We duly appreciate their customized approach to our case and amount of attention and efforts given to every detail of our requirements. They have handpicked the best possible candidates so we had no problems with them.

Useful piece of advice for those who want to hire offshore members of tech and customer support team

Cheapest is the dearest! Support is not the place where you can afford the luxury of hiring low-level workers just because their work is the cheapest. Small addition to cost per month makes wonders as you will be able to hire more experienced and qualified specialists. As a result, they will get into the swing of things much faster and without a lot of training and your participation and they will keep together with you.

Learn to couch processes properly. For example, it is necessary to give tasks that will be time-consuming for inexperienced or unprepared staff to onshore experts who will solve the issues in the shortest possible amount of time. Otherwise your offshore employees will waste a lot of time when they could cope with several simple tasks.

Think over processes that only onshore or offshore staff can do – thus you will improve productivity of your employees to the max.

Outsourcing

Team search

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