

**PROJECT & QUOTE
MANAGEMENT APPLICATION FOR
GLOBAL DIGITAL CUSTOMER
EXPERIENCE BPO**



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CUSTOMER BACKGROUND

Our client is the largest, certified minority-owned BPO is the digital customer experience partner of choice for innovative companies all over the world.

As a global leader in customer experience solutions. The Company supports the world's respected brands with the best talent and resources necessary to create insanely great experiences, as well as delivers a host of world-class services for industries of all kinds. company serves customers worldwide.



THE PROBLEM

The client faced several challenges in managing its projects effectively.

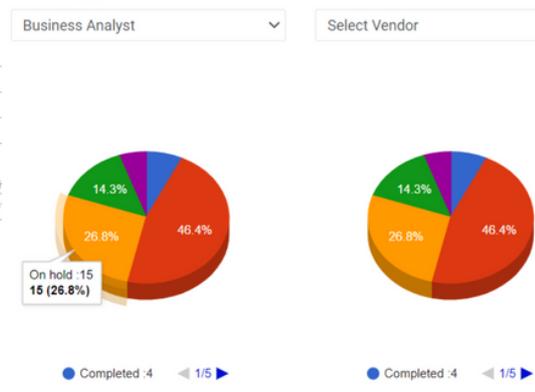
key issues such as:

Task assignment across projects was fragmented, leading to confusion and delays in project execution.,

The existing system for managing global quotes lacked integration and automation, resulting in errors and delays in pricing.

The workflow management process was cumbersome, with manual intervention required at various stages, leading to inefficiencies.

Resource allocation and costing were managed manually, leading to inaccuracies and challenges in budgeting.



ID	Account	Industry	Status	Channel	Sub Channel	CS Requestor	EC Sponsor
Q212402	Assurant	Insurance	Open				
Q212401	Assurant	Insurance	Open				
Q212400	Assurant	Insurance	Open				
Q212399	Assurant	Insurance	Open		Arun Kumar		
Q212398	Internal	Others	In progress	Text,Email	Accuracy Improvement	Elizabeth.Berlioni@alorica.com	
Q212397	Teleads	Telecom	In progress	Voice	Customer Care	Arun Kumar	Elizabeth.Berlioni@alorica.com
Q212396	Credit One	Banking and Financial Services	On hold				TBD@alorica.com
Q212395	Credit One	Banking and	On hold				

Client Name
Alorica - AVA
Reputation.com
Freshly
Assurant
Assurant
Assurant

THE SOLUTION

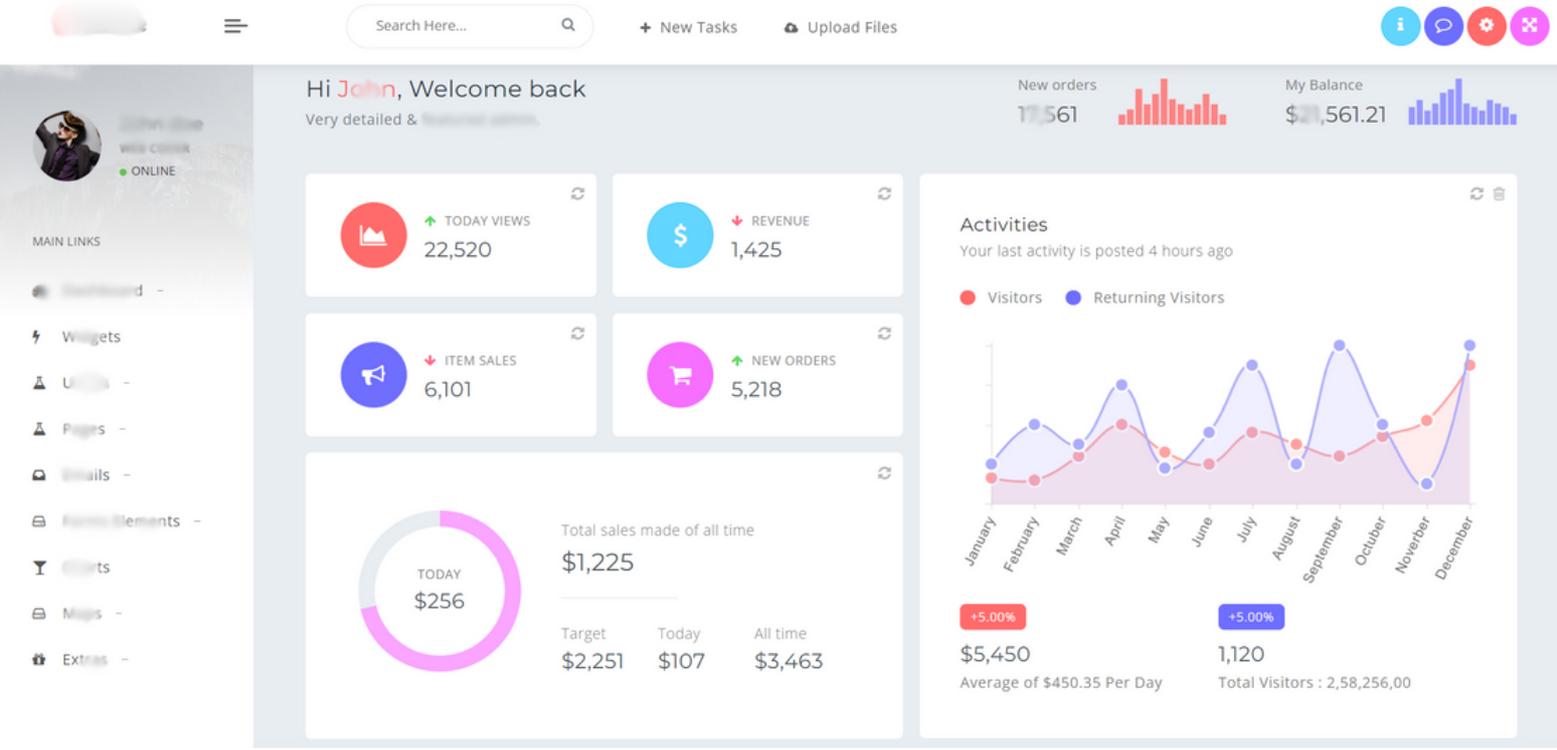
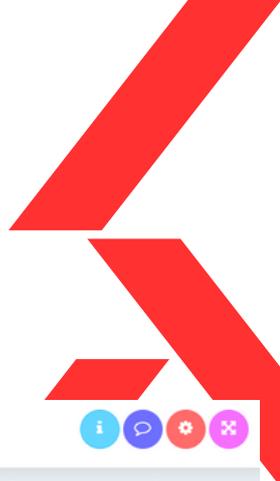
To address these challenges, the company partnered with Nextwebi to develop a comprehensive application for project management. The solution included:

1. **Task Assignment Module:** A centralized module for assigning tasks to team members, tracking progress, and managing deadlines efficiently.
2. **Global Quote Management:** An integrated system for managing global quotes, automating pricing calculations, and ensuring accuracy in client quotations.
3. **Workflow Automation:** Automated workflow management system with predefined workflows, ensuring smooth transitions between project stages and reducing manual intervention.
4. **Escalations and Approvals:** Streamlined escalation and approval processes with configurable rules, enabling faster decision-making and issue resolution.
5. **Role-Based Access Control:** Role-based access control mechanism, ensuring data security and enabling granular control over user permissions.
6. **Resource Management:** System-generated resource management and costing module, facilitating accurate resource allocation, budgeting, and cost tracking.

Features:

- Seamless Task Assignment and Tracking
- Configurable Workflow Templates
- Escalation and Approval Workflows
- Resource Allocation and Costing Management
- OAuth Integration for Multiple Shareholders

RESULT



By implementing this comprehensive application solution, Company s transformed its project management processes, achieving greater efficiency, accuracy, and collaboration across its global operations. The solution enabled to deliver superior outsourcing services to its clients while maintaining a competitive edge in the market.

Automated quote generation and resource management ensure accuracy in pricing and budgeting, minimizing errors and enhancing profitability.

Streamlined escalation and approval processes facilitate faster decision-making, enabling timely resolution of issues and improved project governance.

Role-based access control and OAuth integration enhance data security, ensuring that sensitive information is accessible only to authorized users.

SCALE YOUR BUSINESS WITH DIGITAL TRANSFORMATION

Contact - us



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