

## HDFC Payment Reminder Process

<b>Process Details</b>	First Level Collection Process.
<b>Nature of Call</b>	Outbound call to the existing customer and reminding them to make the payments on the due date.
<b>No. of Agents</b>	25 Agents Per Slot
<b>No. of Calls/Day</b>	Each Agent has to take 120 connected calls per day. If it's doesn't happen then they need to clarify to the bank what was the reason they couldn't achieve it.
<b>Penalty Clause</b>	Not there
<b>Termination Clause</b>	Only if the center is closed without prior information more than 3 days the contract will be Automatically Terminated.
<b>Payouts</b>	INR 25K per Seat + S.T. + PSTN on Actual
<b>Payments</b>	After invoicing 30 days.
<b>Preferred Languages</b>	Hindi & English - Mostly English Fluent Accent Required
<b>Hardware Requirement</b>	Yes, Dialers/Voice Log
<b>Location</b>	Anywhere in India
<b>Dead Line</b>	ASAP, since we are Running out of Time.

**For More Information, Contact Us**