

Technical Proposal for Harley Davidson Call Center RFP

Sep 05, 2025



AGENDA

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Our Experience

03

Solution

- Delivery Location
- Ops Model
- Team Structure
- Key Team
- Implementation Plan

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GenAI Capabilities



Why choose Konecta



Giuseppe Ficarra
Growth Leader
English Speaking Market



Viji Vincent
AVP Solutions & Presales
English Speaking Market

Dear HMCL India Team,

We are thrilled to present this proposal and explore the opportunity to become a long term strategic partner for HMCL in India. We hold a deep appreciation for the iconic Harley Davidson brand and the vibrant community you have cultivated. We understand that every rider interaction is an opportunity to strengthen the legendary ownership experience and support your leadership in the premium motorcycle segment.

Global Capabilities, Local Strength

Koneccta combines global scale with specialized local strength. With operations in 27 countries and a team of over 130,000, we deliver tailored, culturally aligned solutions worldwide. Our extensive experience supporting iconic automotive brands like **Mercedes Benz, VW, Stellantis, Nissan & Yamaha** has given us a deep understanding of the premium sector. We are adept at applying global best practices and advanced technology with the localized insights necessary to enhance both rider and dealer experiences in the unique Indian market.

01

Proven Automotive Excellence

With over 20 years of dedicated experience in the automotive sector, Konecta brings a wealth of domain expertise. We are confident that our global reach, proven methodologies, and technology driven solutions are perfectly aligned with HMCL's vision for delivering an unparalleled customer journey.

02

A True Partnership Built on Shared Values

We believe legendary partnerships are built on cultural alignment, transparency, and a shared passion for the brand. Our engagement model is designed to be a true extension of your team. We are fully committed to immersing ourselves in the HD culture and upholding your premium brand standards across every single touchpoint, ensuring every rider feels the power and promise of the Harley Davidson name.

03

Undivided Focus & Unmatched Agility for India

To be clear, Konecta India is not presenting a pre configured delivery team with divided priorities. We see this as your distinct advantage. It means we will build a bespoke, dedicated team from the ground up with the sole focus of serving HMCL India. This approach guarantees two things:

- **Undivided Attention:** Your brand will not be one of many; it will be our **primary focus**. We will be deeply invested in your success, providing the dedicated partnership you deserve.
- **Flexibility & Agility:** Without a rigid, pre existing structure, we are exceptionally nimble. This allows us to co-create solutions with you and adapt swiftly to India's ever changing automotive landscape, ensuring your rider support strategy remains ahead of the curve.

05

**We know your industry,
we know the demands!**

Some of our other clients
:



Mercedes-Benz Group





ABOUT KONECTA



GenAI Powered CX That Feels Perfectly Human

By orchestrating a perfect harmony between human ingenuity and digital precision, we redefine what is possible in GenAI-powered user experience (citizen, fan, employee, customer, patient, etc.).

#1

BPO challenger in English speaking markets

#1

BPO in Italy, Spain, Czechia & Peru

#2

BPO in Colombia with 15% of the market share

#3

BPO in Mexico with 5.4% of the market share



120,000+
employees



40,000+
employees working
from home



30+
languages



€2bn+
revenue

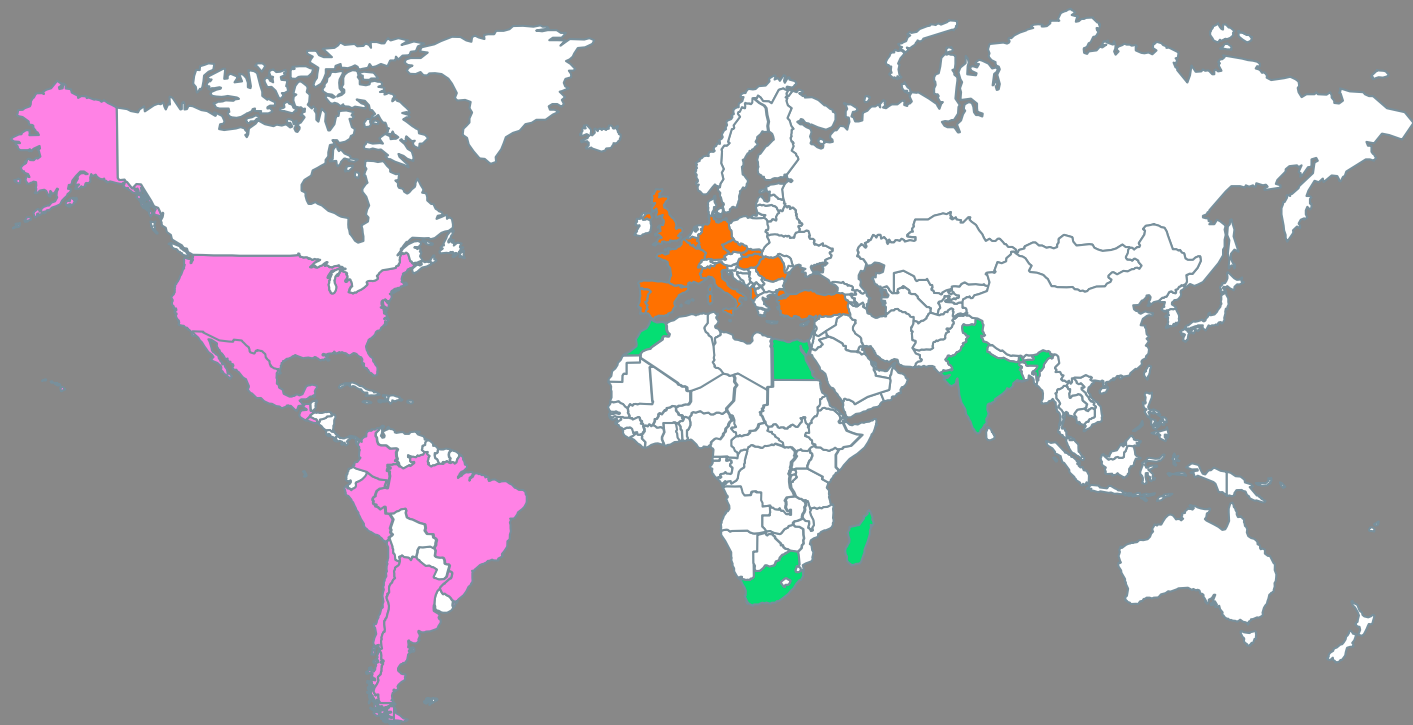


27
countries



\$150M+
investment in Digital

A leadership position across five continents with best-shoring capabilities



AMERICAS

9 countries
55+ sites

Colombia - 21 sites
Peru - 9 sites
Argentina - 10 sites

Mexico - 4 sites
Brazil - 8 sites
Chile - 1 sites

El Salvador - 1 site
Guatemala - 1 site
USA - 1 site

Forthcoming: **Canada**

EUROPE

13 countries
110+ sites

Spain - 34 sites
Italy - 31 sites
France - 18 sites
Czech Rep - 9 sites

Türkiye - 5 sites
Romania - 6 sites
UK - 3 sites
Albania - 3 sites

Slovakia - 1 site
Germany - 1 site
Belgium - 1 site
Hungary - 1 site
Portugal - 2 sites

MIDDLE EAST | AFRICA | ASIA

5 countries
12 sites

South Africa - 1 site
Madagascar - 2 sites

Morocco - 7 sites
Egypt - 1 site

India - 1 site

Forthcoming: **The Philippines**

11 MULTILINGUAL HUBS

All along with a comprehensive virtual model to provide best-in-class Work from Home operations

Barcelona	Lisbon	London
Bogota		
Bucharest	Mexico City	Paris
Cairo		
Casablanca	Tangier	
Istanbul		



89%
Employee
Satisfaction

6.0%
Attrition
Industry: 10-12%

94%
Loyalty

+85%
Internal
Promotion

You are 500+ across all industries

relying on us to craft meaningful experiences to your customers and employees.

AUTOMOTIVE,
MOBILITY & TRAVEL

FINANCIAL
& INSURANCE

RETAIL &
ECOMMERCE

TELECOMS, MEDIA
& TECHNOLOGY

HEALTHCARE

PUBLIC SECTOR



Our technology-driven solutions aim to enhance interactions effectively

AI & GenAI Services

AI/GenAI Readiness and Strategy

Use Case Development & Implementation

Managed AI/GenAI Services & Platforms

Sector-specific Solutions with SLM



Customer Experience

- ❖ Customer care
- ❖ Sales
- ❖ Technical support
- ❖ Back-office services



Digital Marketing

- ❖ Lead generation & appointment setting
- ❖ Digital campaign management
- ❖ Sales conversion



Employee Experience

- ❖ Smart service desk
- ❖ Device-as-a-service
- ❖ Managed workplace services
- ❖ Smart onsite services



Products & Services

- ❖ CX implementation services
- ❖ Cloud enablement services
- ❖ CX engagement suite
- ❖ CX business applications

Advisory & Consulting

CX strategy and design

GenAI assessment and implementation

Change management & training

Data and analytics

Responsible AI

We are leaders in Customer Experience Management



Major Contender 2024 CX management Americas Peak Matrix.

Leader 2024 in CX management EMEA Peak Matrix.



Top innovation & growth leaders in Frost Radar 2024 CX Outsourcing Services in EMEA & Latam.

Among top players in Frost Radar 2023 CX Outsourcing Services in Latam & EMEA.



Best Place to Work 2023 Albania (4th year), Hungary, Madagascar & Morocco (7th year).

Best Place to Work for Women 2023 Morocco.

Great Place to Work 2023 Africa, Argentina, Colombia, Morocco & Peru.

**With all
certifications
required**

ISO 9001
Quality
Management
System

ISO 27001
Information
Security
Management
Systems

ISO 22301
Business Continuity
Management

PCI-DSS
Payment Card
Industry Security
Standard



OUR EXPERIENCE



Our industry experience

30+

markets
supported

20+

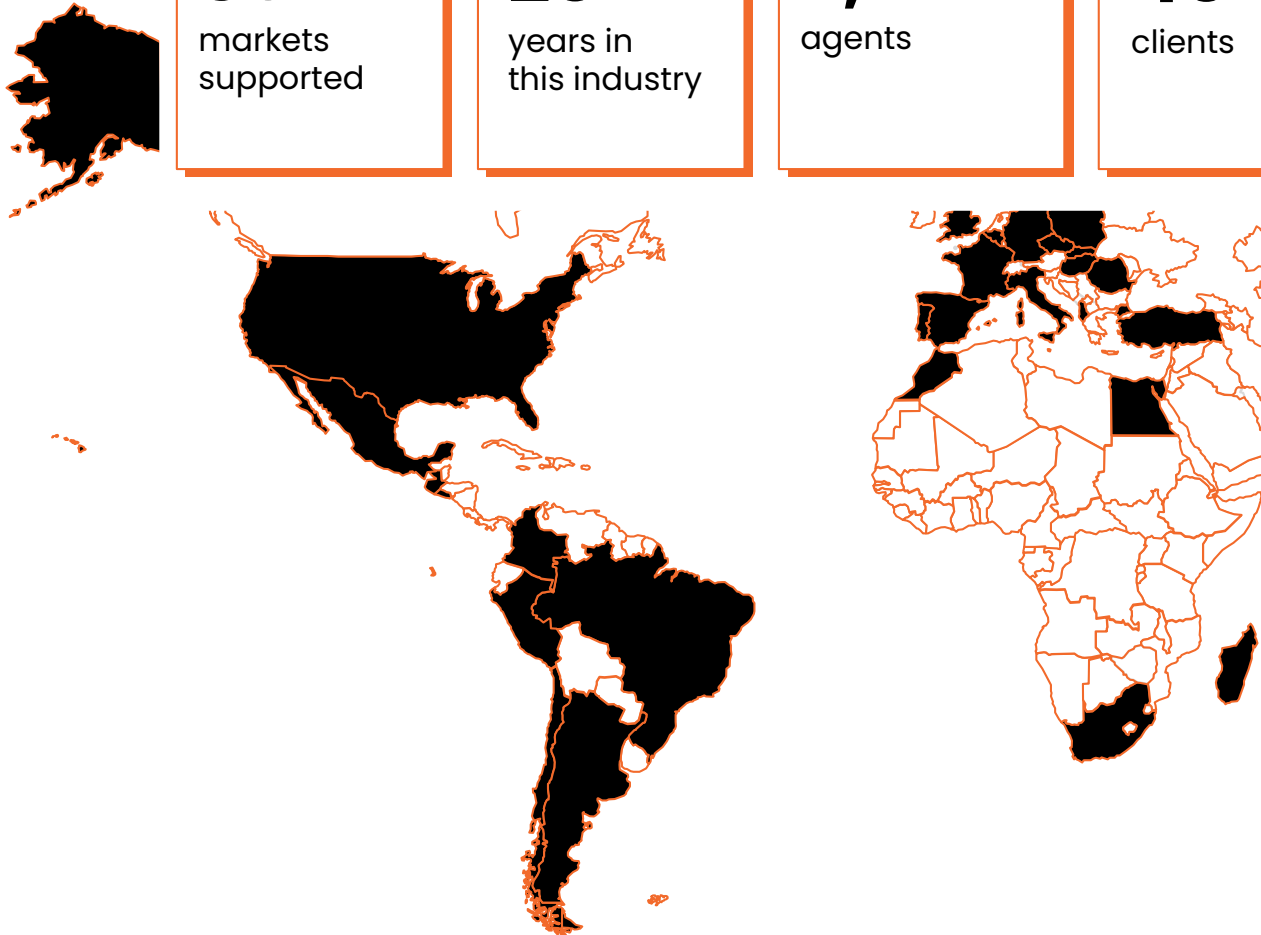
years in
this industry

2,400+

agents

40+

clients



LANGUAGES

Catalan | Czech | English | French | German | Italian | Portuguese | Spanish | Turkish | Dutch | Danish | Norwegian | Ukrainian

CHANNELS

Chat | Client App | Email | IVR | SMS | Social Media | Tickets | Voice | Webform | WhatsApp

SECTORS

Automotive Constructors | Car Rentals | Dealership | EV Charging | Finance & Insurance | Food Delivery | OEM | Part Suppliers | Rideshare | Roadside Assistance | Vehicle Leasing

VALUE ADDS

Multi-Channel | Multi-Lingual | 24/7 | Social Media | Digitization | CX Analysis & processes

CLIENT SELECTION



Serving all segments of the Automotive Industry

Manufacturing of vehicles

Distribution & sales

Usage services (charging, maintenance, ...)

HARDWARE & PART SUPPLIER



CAR MANUFACTURER (OEM)



DEALER NETWORK



ONLINE SALES



FINANCE & INSURANCE (Leasing, Insurance)



ROADSIDE ASSISTANCE



INDEPENDENT AFTERMARKET



EV CHARGING POINT OPERATOR (CPO)



MOBILITY PROVIDER (Car sharing, Rental, Parking)



We provide end to end services for our clients

'+' SERVICES CONNECTED CARS

- VIP management
- Concierge services
- Insurance management
- Connected vehicle support

DEALER SUPPORT

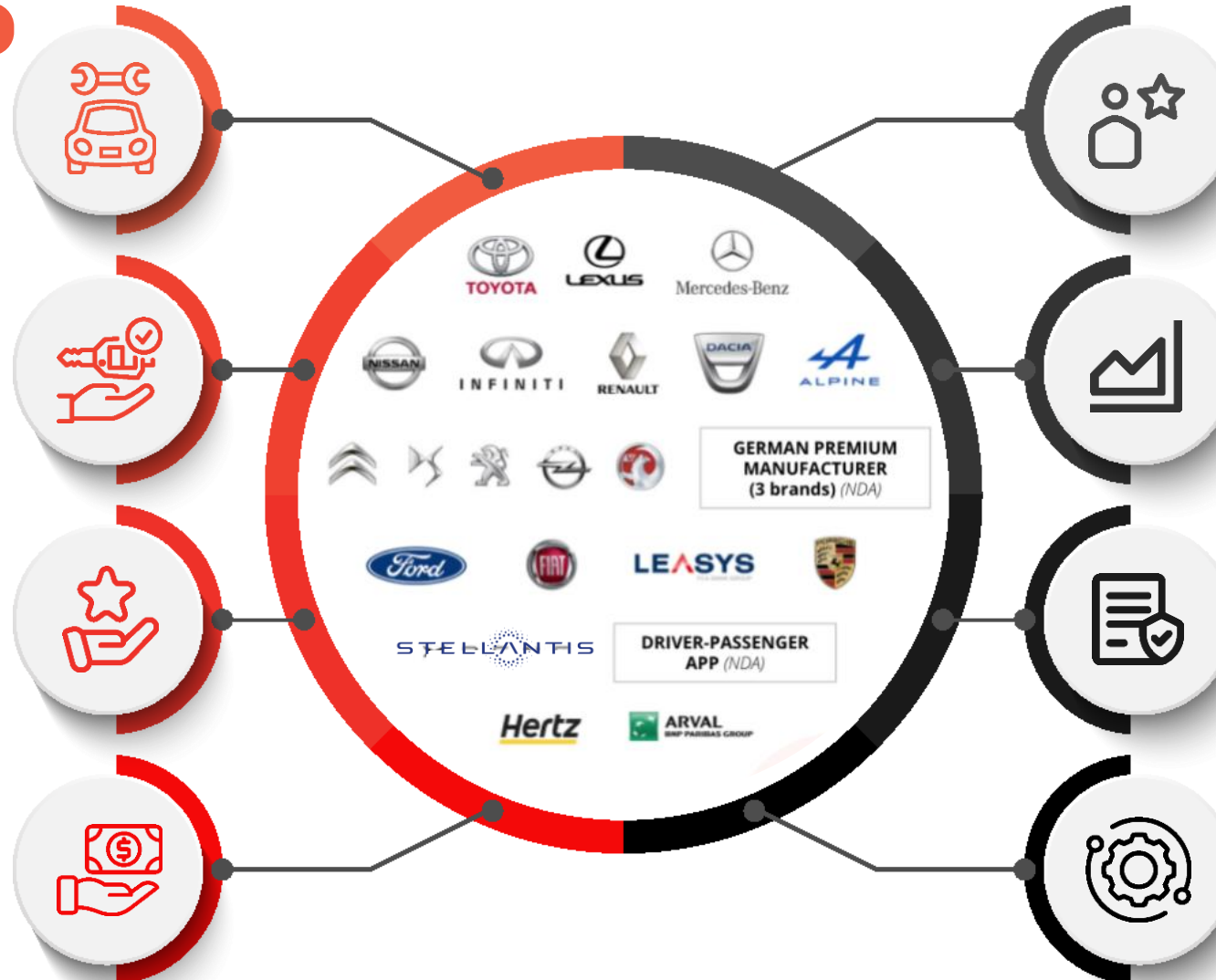
- Lead generation
- Workshop appointments
- Commercial & BO Support
- Spare part management
- Technical support
- Service deck overview mgt.
- Training

LOYALTY & ENGAGEMENT

- Workshop appointment generation
- Care & follow-up calls
- Winback programs
- Satisfaction surveys
- Mystery shoppers

FINANCE

- Financing plans (BO support)
- Document management
- Debt collection



LEAD GENERATION SALES

- Marketing campaigns
- Digital lead generation
- Appointment making - Test Drive
- Accessories and services - Up-sell
- Customer Conquest

CIC LEVEL 1

- General requests
- Fleet management
- Homologation
- Import/export documents
- Crisis management
- Car sharing

COMPLAINTS CLAIMS & LEGAL PROCEDURES

- Complaints and disputes
- Claim management
- Legal requisitions & court orders
- Product recalls

CIC LEVEL 2 & LEVEL 3

- High level technical support (in contact with experts and workshops)

Driving Nissan Europe's Success Since 2014



230+

Dedicated FTEs for Nissan at Konecta

10

European markets supported

100%

Operated with Native speaking + bilingual English teams

Since 2014, Konecta has been Nissan Europe's strategic partner, delivering **multilingual customer service and sales** support across Europe.

Together we **defy ordinary**, and drive satisfaction while building lasting relationships for **end customers, dealerships, and garages**. Our comprehensive support, **via phone, email, chat, and social media**, ensures every interaction reflects the Nissan brand.

Our common goal is to **reach 5 stars CES**, reflecting your values, **Omotenashi**

Partner with Konecta and experience the difference. Services we provide include :

Front Office :

- Information requests
- Complaints level 1
- Dealer network support on new systems launches
- Lead management (test-drive appointment booking, loyalty programs, after sales support)

Back Office

- Complaints level 2 (goodwill & compensation)
- Parts Costing and Pricing process & system management

Technical Support - Telematics

- CCS Technical support on connected vehicles : Loggins, data, system reset, escalation to R&D of Nissan Europe

Konecta & Stellantis in LATAM



We are a strategic partner for Stellantis in Brazil and Argentina.

Konecta support Stellantis across both Spanish and Portuguese and across multiple channels

Our partnership started in 2020 in Argentina providing Digital Collections for early and late payment portfolios. Following this success we launched Digital Customer Care with 34 FTEs and were awarded the opportunity to launch a new campaign in Brazil in 2021 to provide level Ombudsman services.

We continue to work closely with Stellantis in these regions to support further growth opportunities.

60+

Dedicated FTEs in
Argentina & Brazil

2

Languages -
Spanish &
Portuguese

5+

Channels - Whatsapp,
Voice, Email, SMS,
Audio recorded
message, Voice bot



OUR SOLUTION PROPOSAL



Our solution, tailored to HMCL's requirements



Seamless KT & Transition

- Onboarding support from existing Konecta Automotive Team, already expert in smooth transition
- Dedicated project manager to ensure seamless transition
- Possibility to rebadge key HD talent
- Global account management to ensure steering centralisation and consolidation



Location

- Konecta's flagship site in India for Harley Davidson operations.
- Delivery Location : **Udyog Vihar, Gurgaon**
- Dedicated & secure environment
- Easy access for staff to reach office with minimal travel time
- Capability to support 24/7/365



End to End BPO operations

Dedicated team to support Lead generation, Complaint Handling & Customer Support

- 29 Agents / FTEs, a combination of VETI 4 and VETI 5 skills with vernacular capabilities
- Operations Leader - 1 FTE
- Dedicated Training & Quality Specialist - 1 FTE
- Dedicated Team Leaders - 2 FTEs
- 1 dedicated reporting specialist

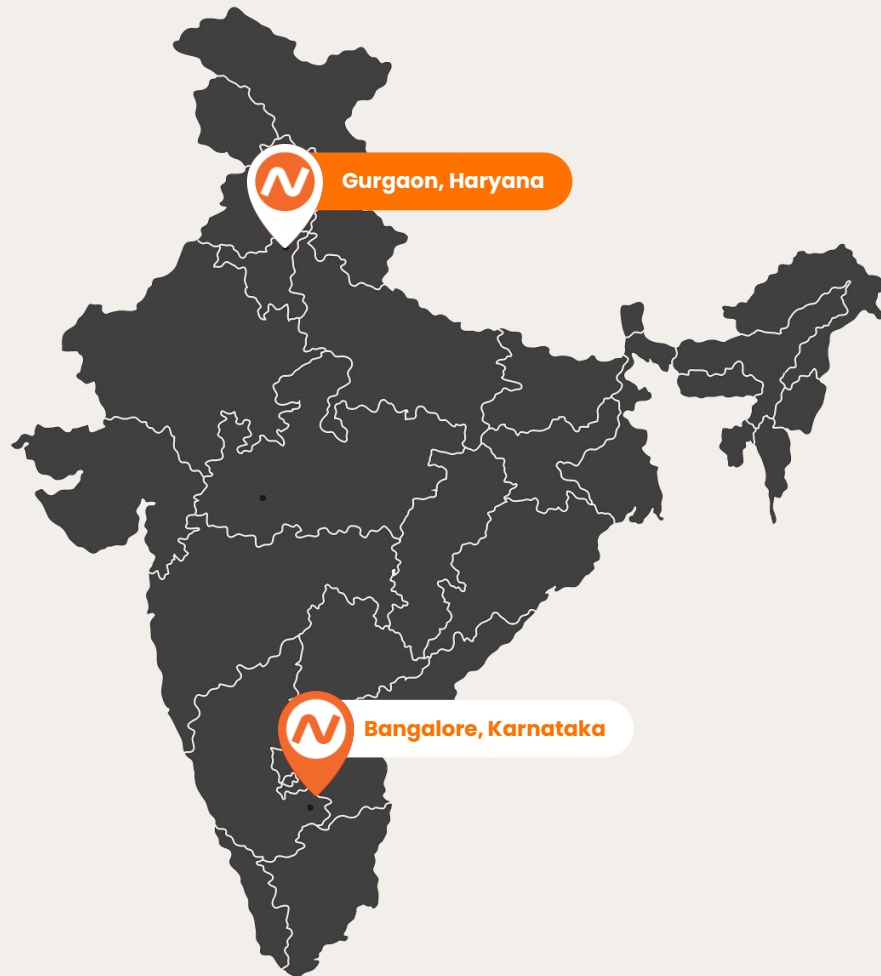


Custom Built Technology

Konecta provides :

- Telephony system customized to local market specifications & expectations
- API integration with HMCL CRM
- Email hosting solution via Google workspace
- Possibility to enhance end user experience & cost reduction via GenAI services in future

Strategic Hub for Automotive Customer Experience: Udyog Vihar, Gurgaon



Single site solution from a Konecta planned location in **Udyog Vihar , Gurgaon, Haryana**

Dedicated space for Harley Davidson Team with 24/7/365 operational capabilities.

Floor equipped with CCTV cameras , access controls, paperless environment, custom branded with Harley Davidson & HMCL ethos & brand design.

Why Udyog Vihar, Gurgaon is our preferred location?

- **Plug into the Automotive Hub:** Surround your brand with industry giants operating their CX teams from Udyog Vihar. This proximity gives your team an unparalleled competitive edge fueled by deep industry knowledge.
- **Recruit Your Dream Team, Faster:** Tap into a massive, skilled talent pool of multilingual CX & Sales professionals. Many arrive with an innate understanding of the auto industry, ready to represent your brand flawlessly from day one.
- **Become the Employer of Choice :** Build a motivated, high performing team by offering a superior work life balance. Excellent transport links and top tier amenities make you the employer of choice, reducing attrition and boosting productivity.

Planned site in Gurgaon



State-of-the-art facilities equipped with advanced technology and sophisticated design. Amenities include a modern cafeteria, comfortable break areas, efficient elevators, and dedicated training and board rooms. Convenient access to business centers. Easy commute via metro, located near public transportation, 12 km from the airport.

EMPLOYEES

Large pool of experienced BPO staff with automotive vertical background
Languages: English, Hindi, Bengali, Punjabi, Gujarati, Urdu, Kannada, Tamil, Telugu, Malayalam and Other regional languages

SITE FEATURES

24/7 operational ready site | scalable to 200+ seats |



The faces behind smooth implementation & operations



Sankalp Lal

Service Delivery Director

- **23+ years BPO experience**, Sankalp has experience working with International BPOs and leading **multi industry operations**.
- **Extensive experience managing front, middle, back office operations** and client services for asset management businesses.



Shilpa Gururaj

HR Director

- **25+ years of experience** leading comprehensive HR function and driving talent management initiatives.
- Proven leader in building robust HR strategies to create high-performing teams, engaged workforce and fostering a positive value driven culture.



Sangharsh Redhu

SVP Global Service Delivery

- **25+ years of BPO experience** in client and senior operational management.
- Experienced in Front office & Back office operations management across India, UK, USA and AUS markets



Ravi Mhapankar

VP for Digital Solutions & Transformation

- **24+ years in BPO experience**
- Vast experience across customer service, F&A, quality and transformation functions
- Successfully led and executed multiple digital transformation projects, resulting in improved customer satisfaction, retention, and loyalty.

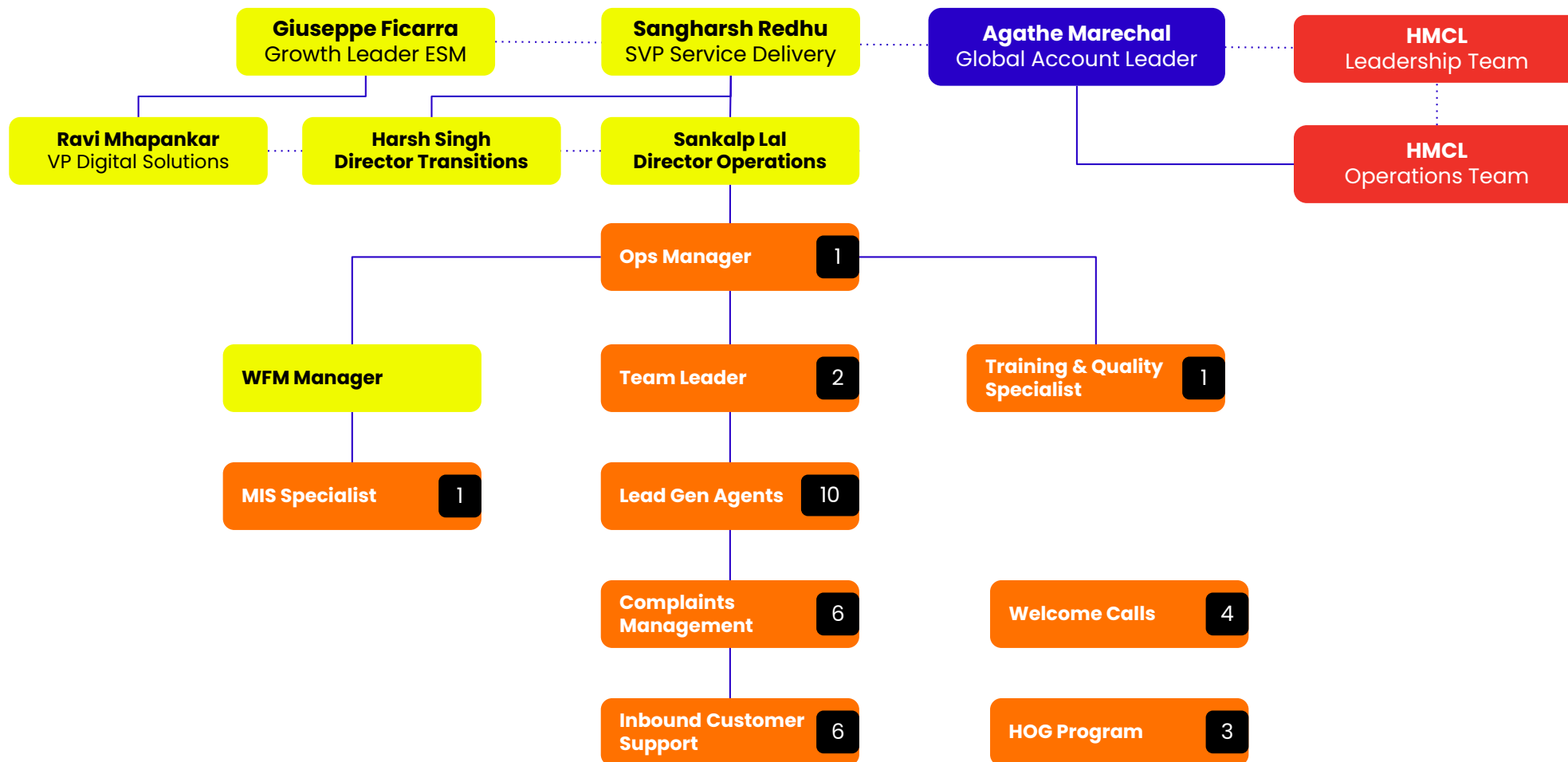


Harsh Singh

Director Transition

- **22+ years in BPO experience** working with top brands such as WNS, Genpact, Accenture.
- Extensive experience in operations & project management.
- Successfully transitioned 100+ BPO projects
- Championed projects with voice & back office

Proposed Organization Structure



Other Supporting Functions

Continuous Improvement
Corporate HR
Data Protection, Compliance & Security
Facility & Security
Finance
Forecasting & WFM
Global Digital Services Unit (GDSU)
IT | Helpdesk | IT Development
Legal
PMO
Reporting & DA
Talent Acquisition
Transformation Office

High Level Implementation Plan

	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	WEEK 13
AWARD, CONTRACT WEEKLY GOVERNANCE	▲ AWARD KICK OFF		◆	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
	WEEKLY GOVERNANCE MEETINGS												
REBADGE, RECRUITMENT KT, SOPs	CONTRACTING												
	STAFF COMP & BEN DATA		STAFF CONSULTATIONS			◆ CONFIRM FINAL NUMBER OF STAFF TO TRANSFER							
	HIRING WAVE1 – 15 FTEs				HIRING WAVE 2 – 15 FTEs								
	KT SESSIONS WITH HMCL INDIA												
	TRAINING, QUALITY & OPERATIONAL SOP CREATION												
TRAINING, GO LIVE					TRAINING WAVE – 1 WK		OJT – 1 wk		▲ CERTIFICATION & GO LIVE				
									◆ REBADGED RESOURCES GO LIVE AS KONECTA EMPLOYEES				
					TRAINING WAVE – 2 WK		OJT – 1 wk		▲ CERTIFICATION & GO LIVE		HYPERCARE		
TECHNOLOGY	TELEPHONY SOLUTION DEMO & CUSTOMIZATION				TOLL FREE NUMBER TRANSFER / TECH DEPLOYMENT								
	TRAINING ROOM & PRODUCTION FLOOR READINESS												
	PRI & SYSTEMS ORDER				UAT								

Training: 1 week training including Konecta induction followed by 1 week of OJT.

Hypercare: exclusive supervision by Konecta shared team, real time escalations, enhanced communication, ad hoc training as needed, agent feedback collection

Governance: Weekly governance meetings led by the project manager during transition and by dedicated ops manager during BAU.

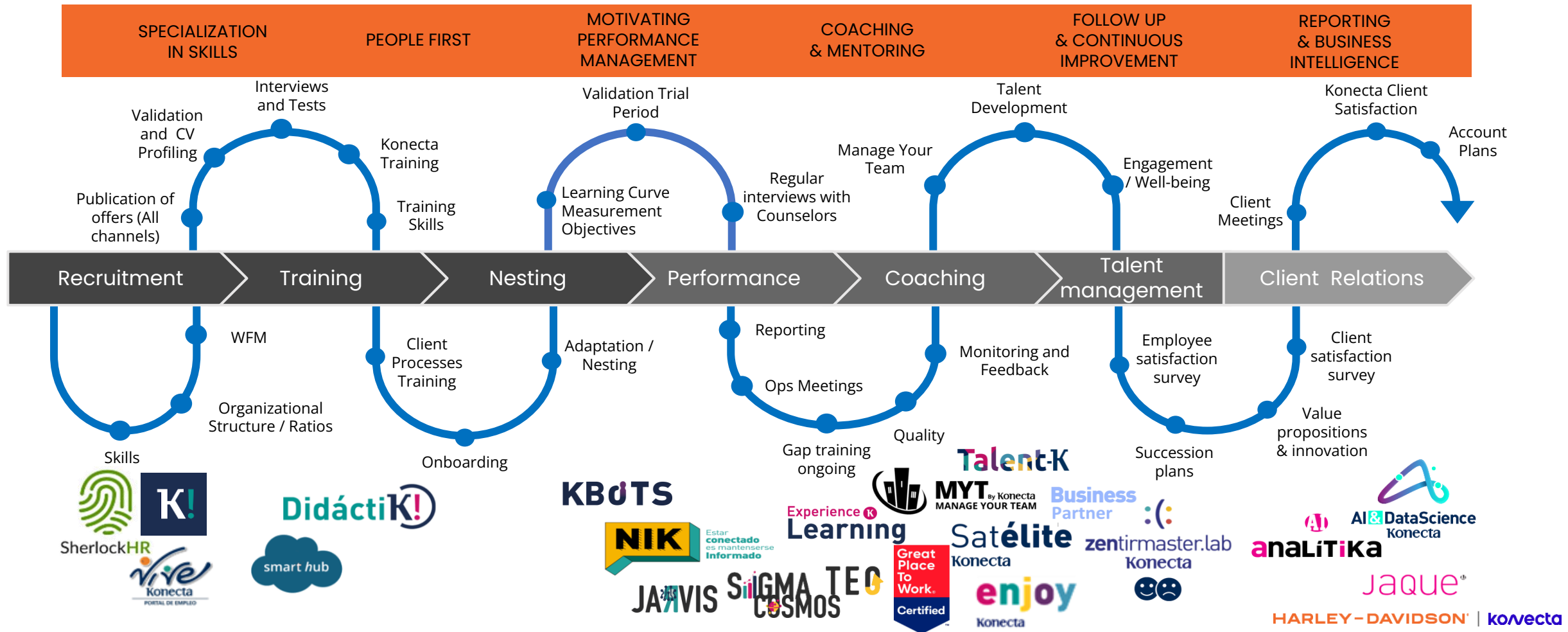


OPERATING MODEL

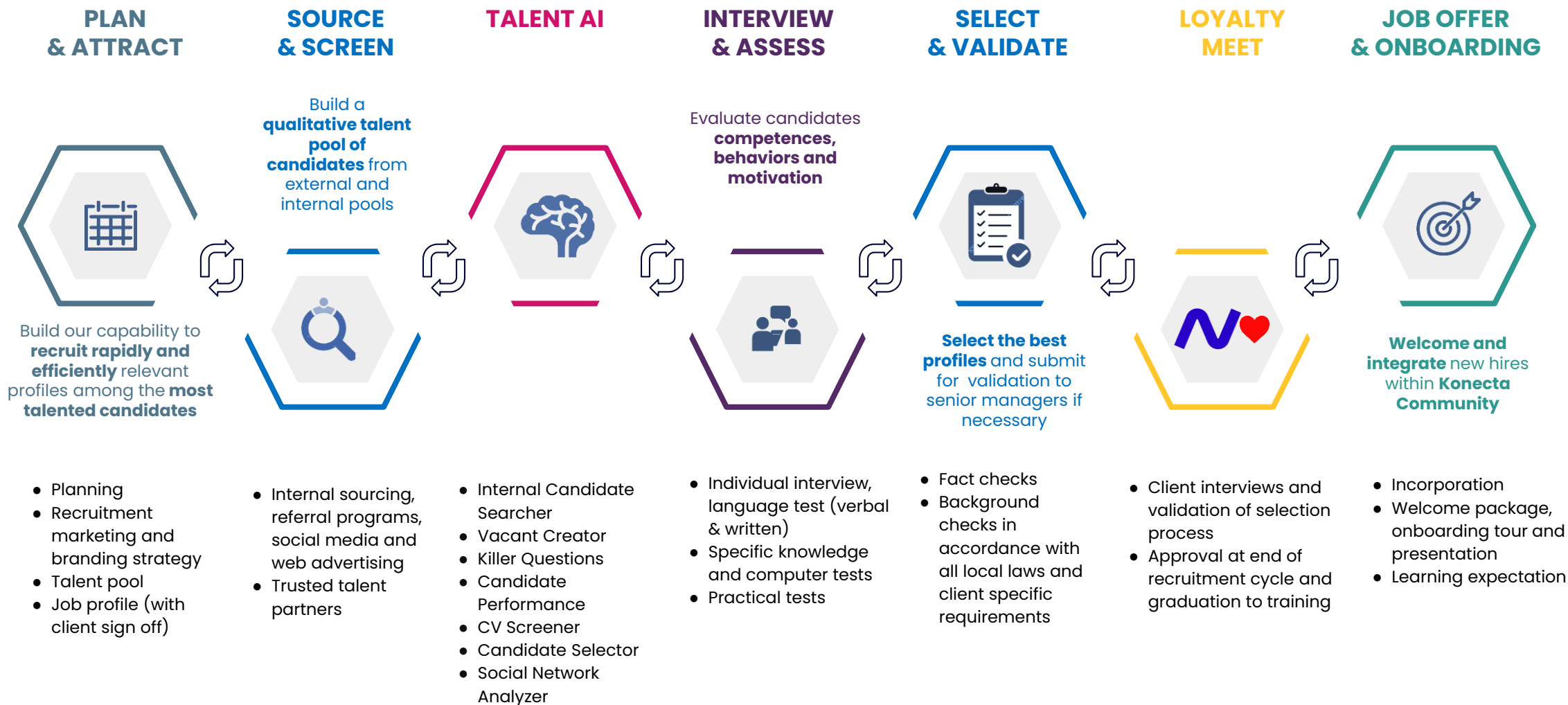


Operating Model – client and employee at the center

25 years of experience has given us the expertise to craft a state-of-the-art operating model that complies with the most rigorous standards and new trends to effectively serve our clients' needs.



Recruiting and Onboarding



Language Assessments



Konecta assesses the candidates based on the CEFR evaluation standards.

We utilize a multi faceted approach to assess English proficiency levels to ensure a comprehensive & accurate evaluation, moving beyond simple self-assessment or subjective impressions:

Standardized Tests

We leverage internationally recognized standardized tests, which provide objective and comparable measurements of language skills (listening, reading, speaking, and writing). These tests are aligned with the CEFR framework, allowing us to accurately place candidates within the A1-C2 proficiency levels.

Customized Assessments

In addition to standardized tests, we have developed customized assessments tailored to specific job requirements. These may include:

- **Role-Playing Scenarios:** Evaluating communication skills in realistic work-related situations.
- **Written Communication Tasks:** Assessing writing proficiency through emails, reports, or other relevant documents.
- **Presentations:** Measuring presentation skills and the ability to convey information effectively.

Interviews

Structured interviews are conducted by trained personnel that provide insights into a candidate's communication skills, fluency, and ability to interact in a professional context.



EMPLOYEE ENGAGEMENT

Talent Management

ASSESS | LISTEN | ENGAGE | PROMOTE | EMPOWER

TALENT MAPPING & ANALYTICS

Assessment of talents skills and abilities 3 months after their onboarding and regular updates on top performers

LEADERSHIP PROGRAM

Dedicated 3-6 month programs to train and coach on leadership and management skills

CAREER INTERVIEW

Discussion about career evolution opportunities, either horizontal or vertical, and design of personalized career plan

SOFT SKILL TRAINING

Enhanced by Konecta's innovative K! Talent program, we empower our team members with comprehensive development and career opportunities. Through personalized work plans, individuals identify their areas of improvement and establish clear progression objectives, fostering both personal and professional growth.

ANNUAL JOB APPRAISAL

Yearly performance review of each employee and discuss about expectations

Team Impressions



Training & development

Our tailored Training Programs to develop our people as your brand ambassadors

Memory anchoring

INDUCTION TRAINING

Konecta induction and customer management fundamentals
Core business induction (brand values, products, processes and tools)
Validation quiz

Confidence building

NESTING

Dedicated nesting environment where agents are closely supported (1 week)

Expertise and autonomy reinforcement

CONTINUOUS TRAINING

Continuous training through short pills
Ad hoc specialist training (customer excellence, new channels, leadership)
Day-to-day coaching & briefing

Community of certified training experts, specialized in the **design and the delivery of customized** training programs for each industry, brand and service

Blended training programs that smartly combine various **modern learning techniques** from a mix of theoretical and practical courses (role-plays, serious games ...) to face-to-face and virtual classes

Latest generation digital learning solutions with highly **engaging and entertaining content for an optimal learning experience** (e-learning, microlearning, ...)

Digital tools which sharpen and reinvent training and delivery



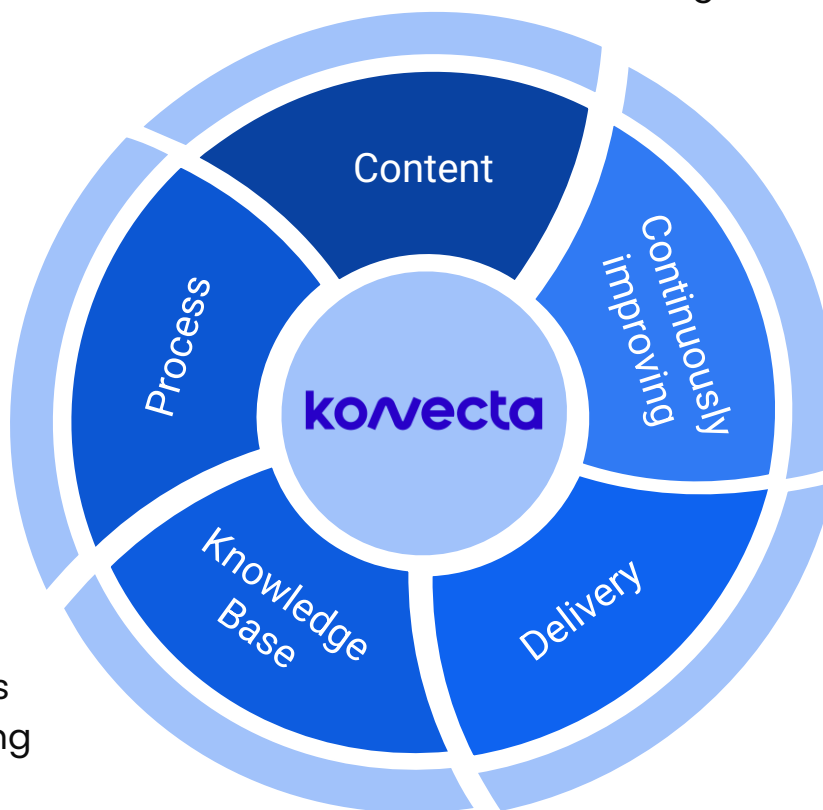
Virtual education contents and e-learning material

Experience ^K Learning

- Real-Time Performance Management
- Self-Assessment
- Insight into the agent's learning process



- Search Database searches
- Personalized Micro-Learning
- Konecta Co-Pilot Suite
- Virtual Showroom / Virtual Lab



MYT by Konecta
MANAGE YOUR TEAM

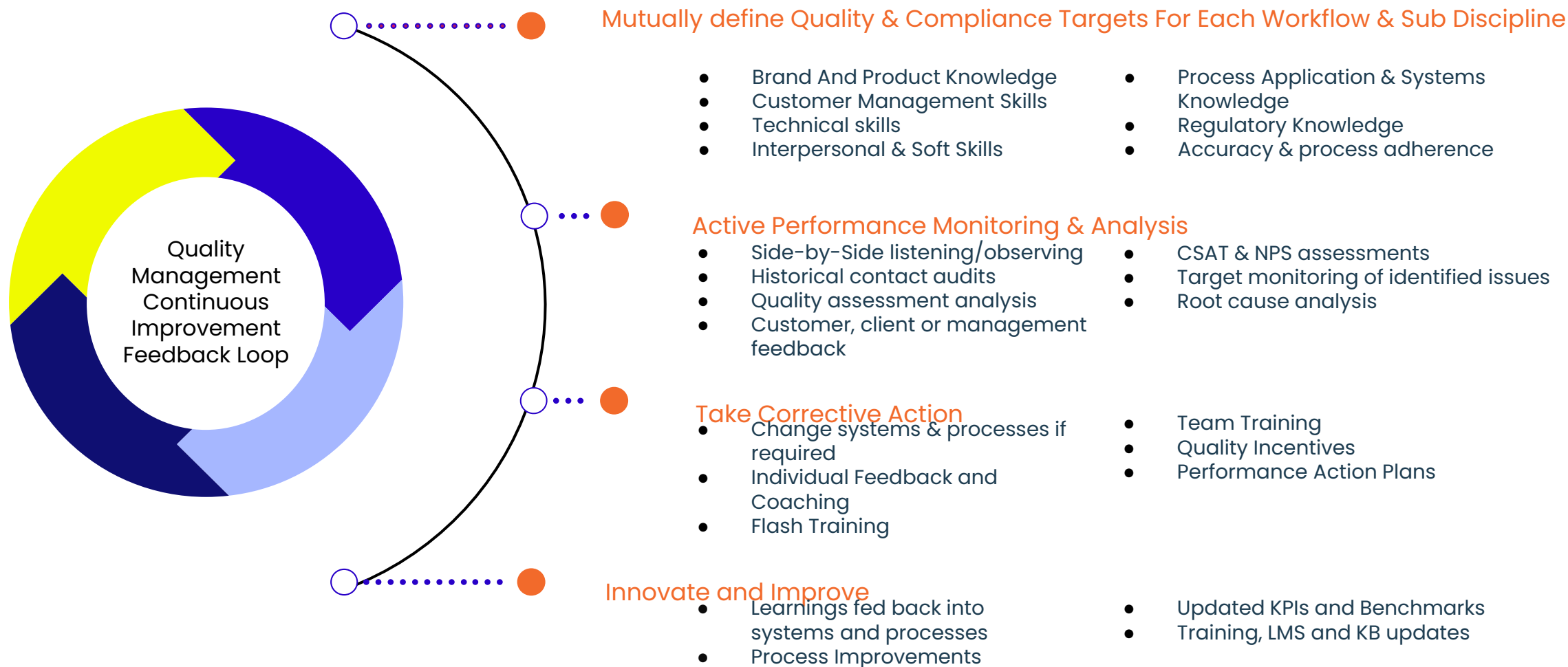
- Speech & Text Analytics
- MYT "Manage Your Team"
- Coach AI
- Performance trainer



GAK Analytics

- Virtual training routes
- Advanced Gamification
- Remote Visual Support Tool

Quality assurance and performance management



Governance and Communication

		CONTROL MEETING	FOLLOW-UP MEETING	SERVICE COMMITTEE	STEERING COMMITTEE	INNOVATION COMMITTEE
Follow-up and duration		Daily 30 min	Weekly 2H	Monthly 2H	Quarterly 2H	Ad-hoc 2H
Objective		Priorities	Low Level Tracking	Medium Level Monitoring	QBR High Level	Innovation / Automation
Responsible		Local Market Stakeholders	Local Market Stakeholders	Local Market Stakeholders Global Partner Mgmt Team	Global Partner Mgmt Team Senior Stakeholders	Technology and Innovation Team
		Supervisors Team Leader	Operations Manager Supervisors Team Leader	Service Delivery & Account Manager Ops Director Operations Manager	Service Delivery & Account Manager Ops Director	Innovation & Automation Team Service Delivery & Account Manager Chief Commercial Officer
Content		• Priorities • Urgencies • Deviations • Daily feedback	• Weekly KPI review • Deviation analysis • Service feedback and proposed improvements	• Monthly KPI review • Deviation analysis • Verify actions and results • Billing	• Quarterly KPIs review • Review of Objectives • Action Plans • Billing • Prepare long-term actions • Improvement actions	• Proposals for automation and service improvement

Workforce management, Real time management

RTA MANAGEMENT

The RTA serves as a key player to identify how many agents should stay on live support to maintain positive SLA & avoid high abandon rates.

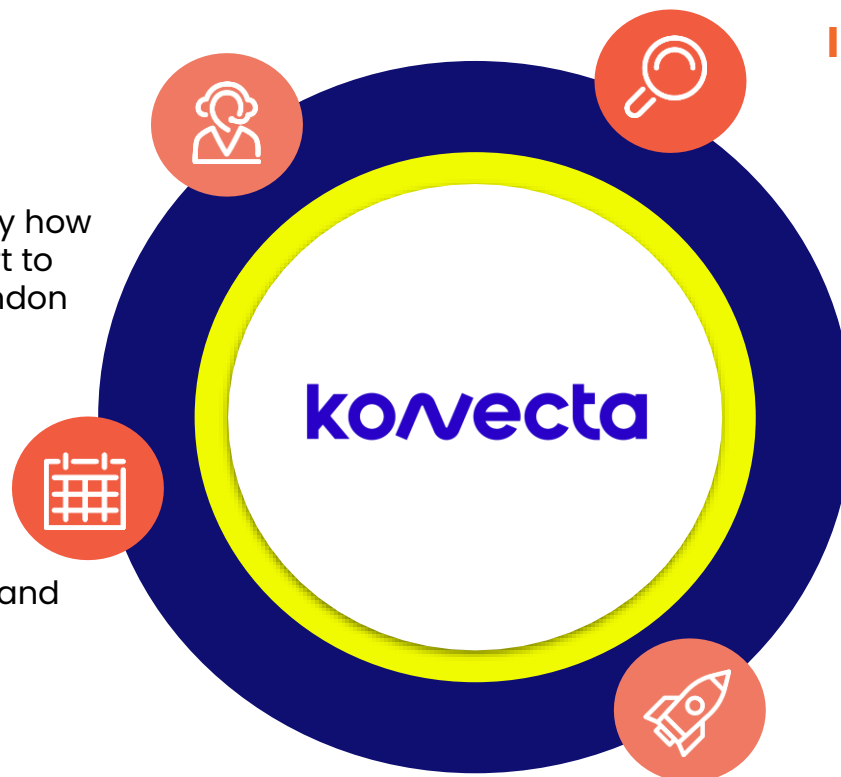
PEAK MANAGEMENT

Predict peak times using historical data and analysis

Schedule adequate staff for increased demand

Implement efficient table and queue management systems

Streamline operations to handle high volume smoothly



INTRA QUEUES MANAGEMENT

Monitor queue lengths and wait times continuously

Prioritize tasks within queues based on urgency or criteria

Dynamically adjust agent assignments to balance workload

Implement escalation protocols for unresolved issues

EXAMPLE : Senior agents, those with low handle time (AHT) but with efficient customer experience, are put on the queue with high priorities.

KPI MANAGEMENT

Continuously track key performance indicators (KPIs) such as response time, resolution time, and in-office shrinkages

Utilize real-time dashboards to visualize KPI trends and performance metrics

Implement alert systems to notify supervisors of KPI deviations or breaches in real-time for immediate action

Workforce Management

Workforce Management Structure

WFM Manager

WFM Coordinator

WFM Specialist

WFM Staffing

WFM RTA

WFM PROCESSES FOR DAILY, CONTINUOUS AND ADVANCED MANAGEMENT



FORECASTING Predictive artificial intelligence models based on "Random Forest".



PLANNING Operational modeling. Calculation of needs and strategy of hiring plans, based on the different variables that impact said calculation.



SCHEDULING We use different planning methods to create fixed, rotating or totally flexible shifts that fit the needs of our clients and operational teams.



INTRADAY Tracking graphs by time zone and automatic alerts for deviations from NDS, NDA and KPI's.



COMMUNICATION AND ABSENCES Agents can make offers, exchange shifts and request absences with complete transparency and real time using the tool.



REPORTS Customized dashboards for comprehensive control and management of KPI's in real time.

Reports and Data

JARVIS, an integrated system to facilitate the forecasting process, guaranteeing the integrity of the data and the efficiency of the results.

FORECASTING

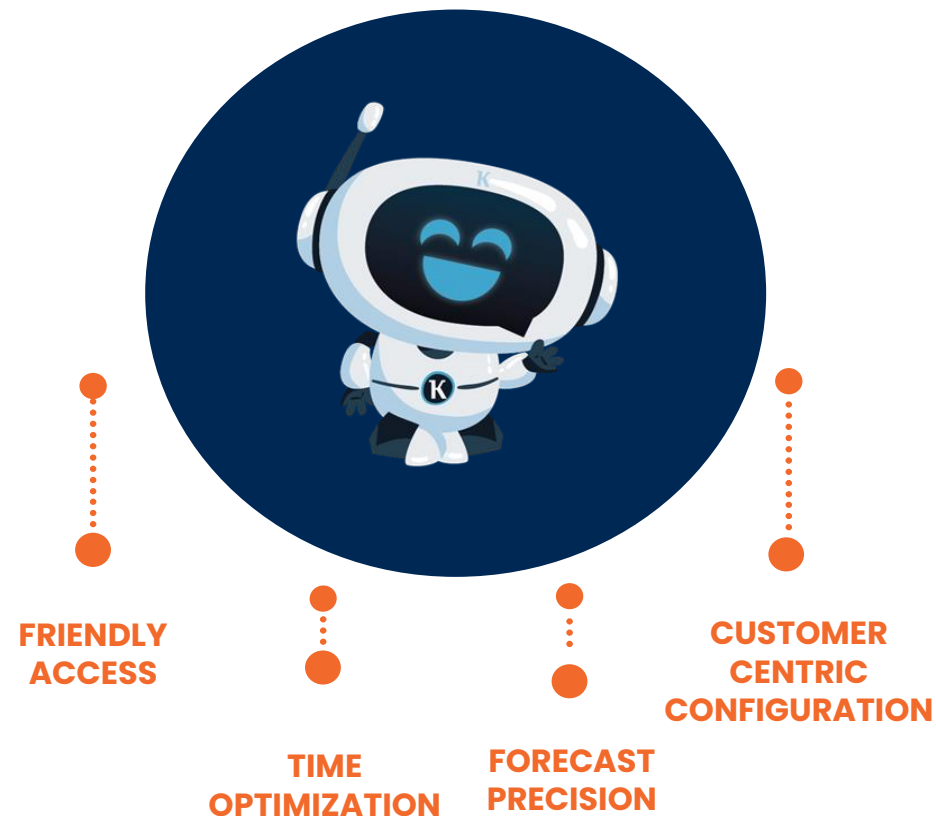
Prediction of turnover, absenteeism, calls, and TMO using methodologies for enhanced performance

PLANNING

Agent calculation using Erlang and call capacity, ensuring transactional compliance.

SCHEDULING

Agent scheduling based on account behavior at the intraday and monthly levels, ensuring high levels of service and attention.



Reporting Capabilities

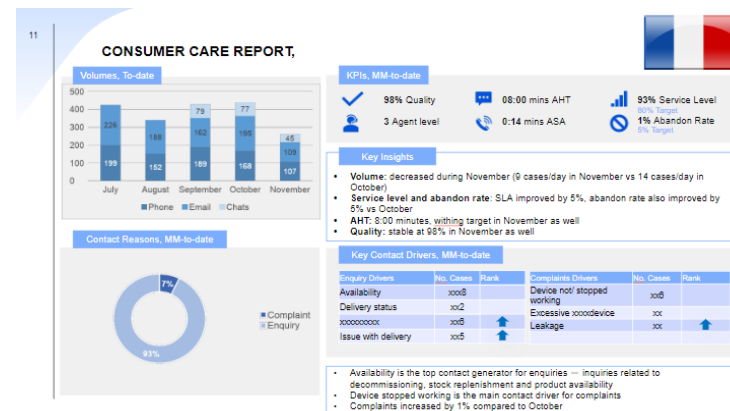
Presenting and analyzing data in any format you need is only half the job. Understanding that data and then using it to take action is what creates value and guarantees continuous improvement

- Analysis at the granular level – by agent and hour
- Clear insights derived from the granular analysis
- Active approach to using these insights
- Root cause analysis
- Recommendation for actions
- Actions then taken and reported
- Success evidenced in the granular data and insights of future reporting

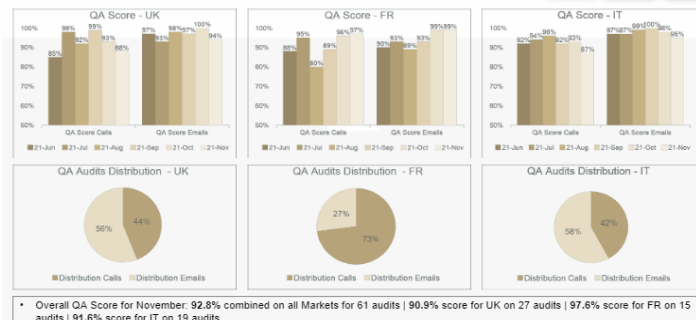
QA – Agent Volumes & Quality Checked

LINE/Agents	Week 1: 01			Week 2: 7-13			Week 3: 14-20			Week 4: 21-27			Week 5: 28			Totals	
CE Consultants	Risk %	Amount needed	Amount scored	Risk %	Amount needed	Amount scored	Risk %	Amount needed	Amount scored	Risk %	Amount needed	Amount scored	Risk %	Amount needed	Amount scored	Total Amount needed for month	Target achieved or not achieved?
Agent 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Not achieved
Agent 2	LOW	1	1	LOW	1	1	LOW	1	1	LOW	1	1	LOW	1	1	5	5
Agent 3	MEDIUM	2	2	HIGH	4	4	HIGH	4	4	HIGH	4	4	HIGH	4	4	18	18
Agent 4	LOW	1	1	LOW	1	1	LOW	1	1	LOW	1	1	LOW	1	1	5	5
Agent 5	LOW	1	1	LOW	1	1	LOW	1	1	LOW	1	1	LOW	1	1	5	5
Agent 6	MEDIUM	2	2	MEDIUM	2	2	LOW	1	1	LOW	1	1	LOW	1	1	11	11
Agent 7	LOW	1	1	MEDIUM	2	2	MEDIUM	2	2	MEDIUM	2	2	MEDIUM	2	2	9	9
Agent 8	LOW	1	1	LOW	1	1	MEDIUM	2	2	MEDIUM	2	2	MEDIUM	2	2	9	9
Agent 9	LOW	1	1	LOW	1	1	LOW	1	1	MEDIUM	2	2	MEDIUM	2	2	11	11
Agent 10	HIGH	4	4	HIGH	4	4	MEDIUM	2	2	MEDIUM	2	2	MEDIUM	2	2	14	14
Agent 11	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	30	30
Agent 12	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	ACQUAINTANCE RISK	4	4	30	30
Agent 13	HIGH	4	4	HIGH	4	4	N/A	N/A	N/A	HIGH	4	4	HIGH	4	4	16	16
Agent 14	HIGH	4	4	HIGH	4	4	HIGH	4	4	HIGH	4	4	HIGH	4	4	20	20
Total		36	36		37	37		36	36		36	36		36	36	178	178

Code/Colour	Missing
Completed amount needed/Completed amount available	2 under needed amount
In progress/Under track	
N/A	Agent is off all of the week or no cases scored/Agent is still in AC/Training



Quality Audits vs Distribution



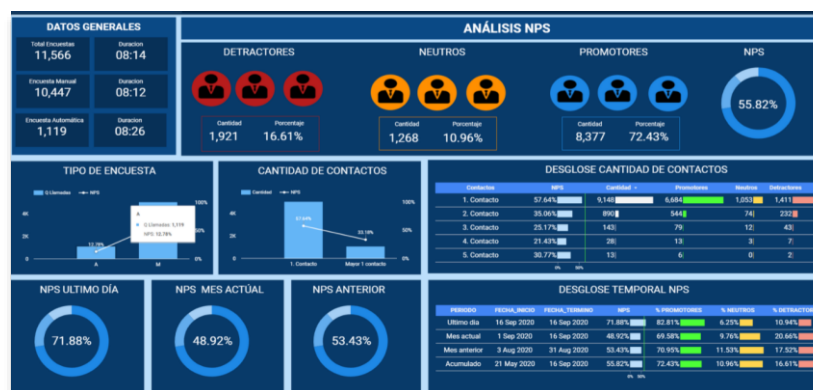
Agent Breakdown

Consultant	Amount of cases needed in the month	Cases scored in the month	Cases score %	Score % live only	Volume (live only)	% Scored	Regulatory Fails	Major Breach	Minor Breach
Agent 1	N/A	N/A	N/A	N/A	N/A	N/A			
Agent 2	5	5	100%	100%	5	100%			
Agent 3	30	31	103%	103%	31	103%			
Agent 4	18	18	100%	100%	18	100%			
Agent 5	9	10	111%	111%	10	111%			
Agent 6	5	5	100%	100%	5	100%			
Agent 7	5	5	100%	100%	5	100%			
Agent 8	14	14	100%	100%	14	100%			
Agent 9	11	11	100%	100%	11	100%			
Agent 10	7	11	157%	157%	11	157%			
Agent 11	8	8	100%	100%	8	100%			
Agent 12	20	20	100%	100%	20	100%			
Agent 13	30	32	107%	107%	32	107%			
Agent 14	16	16	100%	100%	16	100%			
CEE FR Consultant	FR cases closed	Cases scored	Cases score %	Score %	Regulatory Fails	Major Breach	Minor Breach		
Agent 15	2	2	100%	100%					
Agent 16	13	13	100%	100%					

- Agent 14 was moved to high risk in March due to working her notice period.
- Agent 12 will be moved to high risk in April due to 3 incidents on the risk log and Agent 3 will be moved to medium risk due to 1 x occurrence on the risk log.
- Please see risk rationale for more information.

Smart Dashboards

Dashboards in real time with the ability to have all the information centralized and removable. Traceability of the entire operating process and control of all the KPIs of the service.



We consolidate all data captured from daily operational activities and agent interactions into a single platform using intelligent dashboards powered by BI technology, such as Data Studio. This allows us to fully leverage the information with the necessary granularity to make informed tactical and strategic decisions.

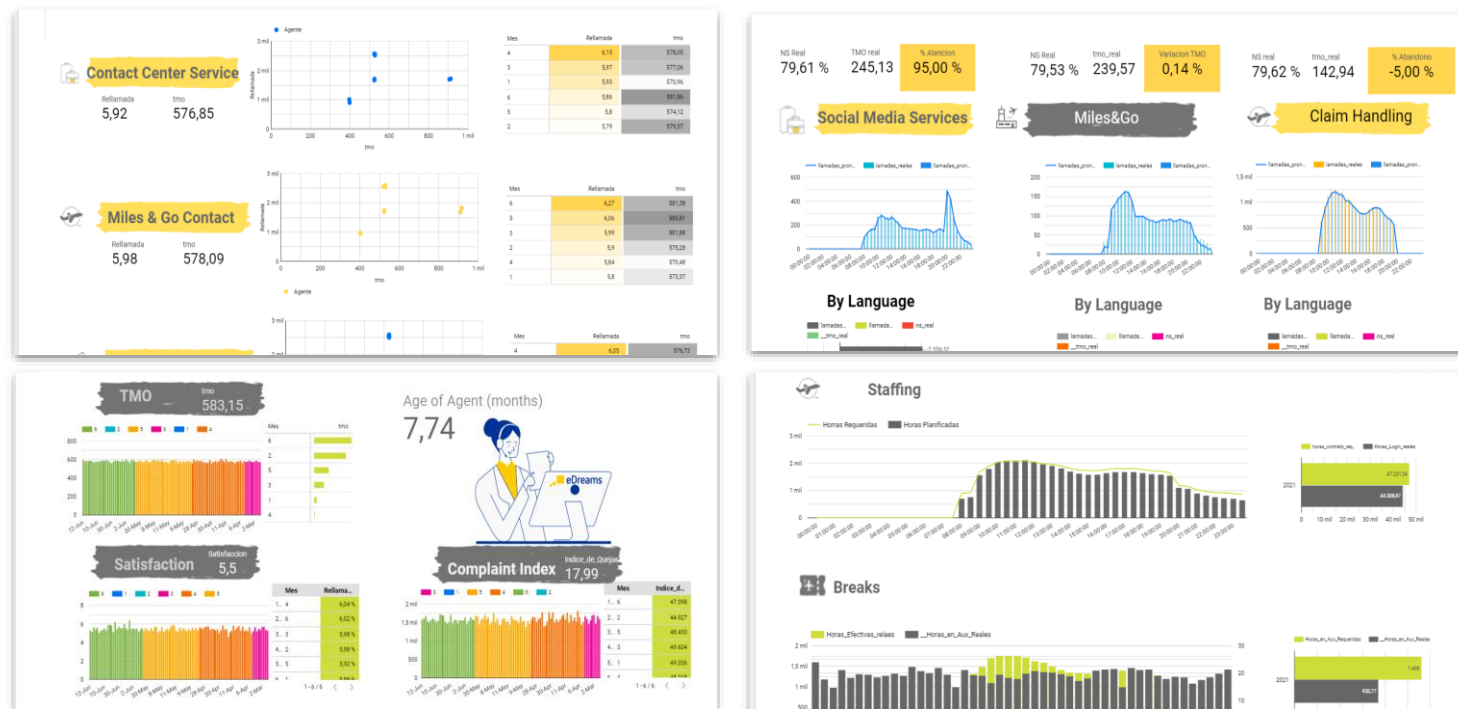
Taking it a step further with predictive models: With a sufficient amount of collected data, our Continuous Improvement Team, in collaboration with our Digital Equipment, can develop predictive models. These models can forecast the probability of sales from contacts in the database or the likelihood of callbacks from customers in the CRM.

Smart Dashboards

Segmentation, information, decision: everything focused on customers and their experience

Through the Dashboard we can view all KPIs operational: global, individual and activity groups.

Once the data has been obtained, correlations to perform analysis of effectiveness and detect the root causes that allow to establish continuous improvement plans from service.



Example KPIs

- Interactions by gender
- Interactions by location
- Number of orders
- Conversion
- Conversion by segment
- Average% per day slot
- % contact / per channel
- Effectiveness
- Scaled
- Expected calls
- Incoming calls
- Answered calls
- Average expected operating time
- Average management time
- Hours in Aux Required
- Actual login hours
- Actual auxiliary hours
- Average net adhesion
- Average total absenteeism
- Cases per hour
- Number of open cases
- Average Cases by Login Time
- Record delivery
- Dialer calls
- Managed records
- Users contacted
- Records closed

The Jarvis ecosystem – 360° control platform

Management Control

- WFM
- RTP
- Reporting
- Controlling

Operations Management

- Staff Allocation
- My Team
- Actions Plans

Human Resources

- Structure Control
- Payroll
- Updates

Phone Platforms

- Genesys Cloud y Engage
- Avaya
- KCRM
- Wolkvox
- Dobot
- Workbench
- Verint

CRM (Payroll)

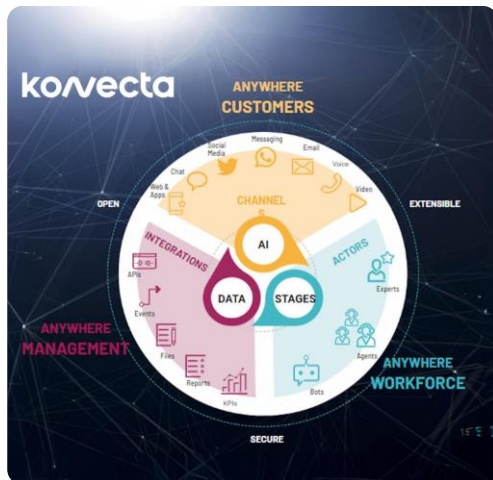
- Meta4
- Meucci
- Intergrallz

Internal Platforms and Processes

- CX
- Experience
- User Management
- BA



Technology à la carte

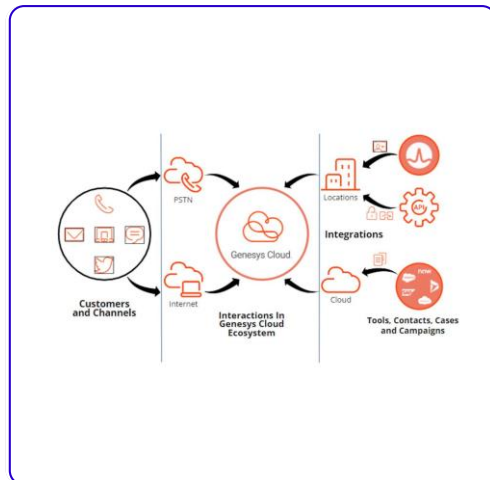


Anywhere by Konecta

A Global Tech-Enabled BPO model empowered by an open, extensible and secure ecosystem based on first-class technology partners.

A platform to serve your customers from anywhere, anytime, and on any channel to connect to the best resource (bot or human) in real-time based on your own data, business rules, and policies.

Finally, enabling an instant, ultra-secure and reliable integration and reporting model for the new real-time economy model.



Genesys Cloud

Global number 1 in Gartner Magic quadrant – powerful enterprise level global platform integrating global telco, digital & social channels, CX and AI capabilities.

Delivered by Konecta Professional Services, building customer value and satisfaction through personalized services to the individual.

Tried and tested with existing clients including a major global client for whom we implemented it within 6 weeks.



Proprietary and Partner Tools

With a team of 700+ CX experts, developers and data scientists, we stay at the forefront of customer management innovations to drive business transformation.

Our suite of 25+ home-built tools enables us to transform data into actionable insights, predict customer behaviors and operational outcomes, improve operational efficiency by automating front and back office processes, and leverage these cutting-edge digital tools to orchestrate and deliver customer operations.



Digital Transformation

Konecta is embracing an AI-driven transformative approach to customer experience.

We orchestrate the complete AI ecosystem for our clients, easing their AI adoption journey and ensuring it leads to an elevated CX and enhanced operational excellence. The combination of AI & Generative AI improve the experiences of both agents and customers by creating more streamlined and efficient interactions.

Security is our first priority

Robust model focused on preventing incidents and protecting our operations globally in a 24x7 basis. A holistic approach designed to cover our agents Anywhere model (Internal and WFH)

Governance model

Direct reporting to Steering Committee

Global strategy and footprint

Independent from technical operations

Compliance with best governance standards

Expert team

Red Team
Threat Intelligence & Ethical Hacking

Blue Team
Cyberdefense & response management

Yellow Team
Security for System & Software Architecture

White Team
Analysis, compliance & communications

Key activities

Identity Management

Account Mngt
Privilege Acc. Mng
VIP protection

MFA
Identity Federation
SSO

Cyber Defense

Firewalls
Web filtering
IDS/IPS
N. Segmentation
VPN / CASB / ZTNA
24x7 SOC / SIEM
Anti-virus
XDR
Anti-phishing

Ethical Hacking

Threat Intelligence
Dark web

Pentesting
Internal hacking

Social Engineering

Ransomware simulation

Data Protection

Data Governance

GDPR

DLP

Encryption & Backup policies

Governance & Compliance

Project Management

Coordination with technology & OPs

Audits & Compliance

Disaster Recovery Plans

Security Awareness

Onboarding Trainings

Security Pills

Simulations

Best-of-breed Technologies



Certifications

ISO 27001

Information Security Management System

ISO 9001

Quality Management

ISO 22301

Business Continuity Management

PCI DSS

Payment Security

GDPR

Compliant

Business Continuity

BCP (Business Continuity Plan)

Business continuity and resilience plan to keep key operations running in the event of a service failure or crisis*

DRP (Disaster Recovery Plan)

Recovery of vital IT and physical infrastructures to enable service recovery after a major crisis

BCP fundamentals

- IT systems & data integrity
- HR availability
- Operation monitoring ability
- Client Communication

BCP / DRP process

Risk identification & notification	Issue assessment	BCP / DR plan activation	Back to normal & root cause analysis
• Management & key stakeholders notification • Activation of the BCP / DRP procedure and notification of all personnel • Activation of pre-defined plan to manage customer contacts	• Assessment of the severity of the outage • Business impact analysis (ie. criticality of activities) • Estimation of expected duration • Involvement of necessary parties to determine actions/owners	• Step-by-step execution of the BCP plan (back-up site, W@H, ...) • Continuous updates of stakeholders	• Complete recovery • Root cause analysis and business impacts review between Konecta and Client • Prevention plan for future events

*Client events & crisis, natural disasters, epidemics, power outage, public services strikes, etc.

Sustainability

Sustainability is essential for business success. We integrate it into our business model and value chain, building the foundations for a brighter future and ensuring long-term resilience. We translate our sustainability principles into practical actions to enhance human wellbeing and protect the environment.



We enable every person to reach their potential

We help our people to thrive by enhancing passion, creativity and performance. We create spaces where every voice is heard, and provide equal access to opportunity and support.



We operate as a responsible business

Our governance framework and business model are grounded in ethical principles of transparency, security and integrity. We implement best practices to build long-term success, safeguard all our stakeholders, and be a force for good.



We're helping to build climate resilience

We feel the challenge. We are committed to implementing an ambitious strategy to cut our carbon footprint, increase resource efficiency while balancing today's needs with future generations.



We contribute to our local communities

For broader sustainable development, we're working to help empower under-represented groups, build social inclusion and inspire our people to feel connected through meaningful social change.

Thank you

Viji Vincent

AVP Solutions & Presales India

viji.vincent@konecta.com

+91 9999016430

www.konecta.com

