



# **Eminent4u CCC Policy**

**Version 1.0**

## Document Information

Title of Document	Customer Contact Center Policy (ISO 18295-1:2017)
Author	ISPMS, Eminent4u
Reviewer	Compliance Officer
Approver	CEO
Document Code	<b>TLP: WHITE</b>
Version Release Date	16/10/2023

## Document Revision & Approvals

Version	Date	Name of Reviewer	Name of Approver	Description of Change

---

## Table of Contents

1	Policy .....	4
1.1	Policy Review Frequency: .....	4
1.2	Policy Communication: .....	4

## 1 Policy

The Customer Contact Centre BPO policy aims to ensure exceptional customer service, continual improvement, and the overall satisfaction of our client's customers.

Customer Contact Centre BPO statement of policy is:

- We are committed to understanding and meeting the needs and expectations of customers. Our services are designed to enhance customer satisfaction and build lasting relationships.
- To deliver the utmost quality in both inbound and outbound customer contact services to our current and prospective clients. Our commitment includes adherence to international, national, and local regulatory mandates.
- Our management provides the necessary leadership and resources to establish and maintain a customer-centric culture within the Contact Centre.
- We value our employees and their contribution to delivering outstanding customer service. We promote a positive work environment, provide training and development opportunities, and encourage teamwork.
- We follow systematic processes for handling customer interactions, ensuring consistency, efficiency, and effectiveness in delivering services.

### 1.1 Policy Review Frequency:

- Policy shall be reviewed in Management review meetings.

### 1.2 Policy Communication:

- Policy shall be communicated internally by portal, email and awareness sessions, for external communication of policy it is added on the website of the company.