



M&I/Partners

GCD
GHOR

Teleperformance
each interaction matters

**RFI BEANTWOORDING
TELEPERFORMANCE**

11-05-2020

INLEIDING

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Beste (10)(2e) en collega's van M&I Partners en GGD/GHOR,

Naar aanleiding van jullie aanvraag afgelopen vrijdag hebben we de afgelopen dagen met veel enthousiasme gewerkt aan dit voorstel. GGD/GHOR is op zoek naar een partner die de bereikbaarheid van de Inkomende burgercontacten vanaf 1 juni kan borgen. Wij zien de opdracht zoals jullie hem hebben omschreven bestaan uit 3 onderdelen:

- 1) Het optimaal inzetten van de test-capaciteit van de GGD (30.000 tests per dag kunnen uitgevoerd worden, hoe borgen we gezamenlijk dat dit aantal ook dagelijks wordt ingevuld)
- 2) Het te woord staan van alle burgers die een afspraak willen maken om getest te worden (mondelling of via een geautomatiseerd/digitaal kanaal)
- 3) Het prioriteren van de test-verzoeken op basis van huidige gezondheid/leeftijd/risico-factoren (indien het aantal test-verzoeken de capaciteit overschrijdt)

Wij geloven dat we deze uitdaging kunnen adresseren door de juiste routing en automatisering in de IVR toe te passen. Denk hierbij aan het deflecteren van minder urgente afspraken naar een digitaal kanaal zoals SMS, Chat of Self-Help portaal, maar ook het onderscheid maken in verschillende skills op basis van leeftijdsgroep, huidige gezondheid en andere risico-factoren, welke kunnen bepalen wie er als eerste te woord moet worden gestaan en ook als eerste een afspraak dient te hebben.

Wij gaan graag samen met jullie dit "solution-design" traject in, waarbij onze ervaring op het gebied van Contact Transformation, Automation, Digitization & Elimination jullie zal helpen om de volumes beheersbaar te houden. Onze ervaring is dat het managen van de verwachtingen/timelines van de burgers met de juiste (digitale) communicatie soms net zo belangrijk is als het daadwerkelijk beantwoorden van de vraag. Indien er veel hogere volumes dan van te voren gedacht binnenkomen hebben we hier de juiste werkprocessen en oplossingen voor in place.

Gebaseerd op onze ervaringen in andere landen met het opzetten van een corona of corona gerelateerde zaken, kunnen we de volgende cases delen. De projectbeschrijving in Dubai benaderd de uitvraag van de Case M&I Partners het beste. Tevens is een overzicht toegevoegd waar we werken voor andere overheidsinstanties. Echter onderstaande 4 cases zijn case gelleerd aan de coronaproblematiek.

Case Frankrijk - 600 FTE - Service Nummer Overheid

UK - 2700 FTE - Service Nummer Overheid

Dubai - 70 FTE - Covid Testing Hub

Griekenland - 70 FTE - Service nummer ministerie volksgezondheid

We bieden aan om deze kennis te delen door met onze collega's een webinar te organiseren op korte termijn om learnings van de diverse operaties te delen, welke als input kan geleiden voor het definitieve design van de case zoals deze in Nederland zich aanbiedt. In de UK wordt momenteel aan een soortgelijk concept gewerkt waar momenteel de laatste hand aan gelegd wordt.

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Naast eerdergenoemde best practices bieden we M&I partners en GGD/GHOR:

- Een partner die beschikt over een hoge mate van **flexibiliteit** en **schaalbaarheid** en in staat is om vanaf 1 juni a.s. **bereikbaarheid** en **effectiviteit** te garanderen.
- Een partner die beschikt over een netwerk van recruitment partners die in staat zijn om **commitment** af te geven en te leveren van de benodigde resources
- Een partner die bewezen succesvol **optimaliseert**. We zijn in staat om GGD/GHOR van het juiste advies te voorzien om klantcontact te digitaliseren en automatiseren om op deze manier kosten te verlagen, bereikbaarheid te borgen en burgers tevredenheid te optimaliseren. We zetten slimme technologie in om het callcenter proces slim en handig te laten verlopen.
- Een partner die voorziet in de juiste **management- en stuurinformatie** om processen te optimaliseren.

Met vriendelijke groet,

Teleperformance

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PS: vriendelijk verzoek om de informatie in dit document (en met name de use cases vertrouwelijk te behandelen)

BEANTWOORDING

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1. Hoeveel doorlooptijd heeft jouw organisatie nodig om na opdrachtverstrekking een dergelijk call center operationeel te hebben, wetende dat bovenstaande uitgangspunten de beschikbaarheid van vele honderden agents vereisen?

Bij gunning op vrijdag 15 mei, is Teleperformance in staat om binnen 2 weken (per 1 juni) operationeel te zijn. Daarbij maken we gebruik van enerzijds interne werving en anderzijds externe werving via ons recruitment netwerk. Overigens is 1 juni 2e pinksterdag. Ons advies: training op 2 juni; live op 3 juni. Onder embargo heeft Teleperformance de capaciteit bij haar partners getoetst, en het invullen van de aantallen medewerkers kan door deze partijen gefaciliteerd worden. Bij een nadere uitwerking willen we ook alternatieve bespreken, echter voor de hoofdzaak is het sources middels uitzendpartner de beste optie gezien de korte doorlooptijden. Een case welke we tot de verbeelding spreekt, inzake een snelle ramp-up, betreft Disney-plus (online video platform Disney) waar we binnen zeer afzienbare tijd, een support organisatie opgebouwd hebben in diverse landen, middels een thuiswerk operatie. Binnen een periode van 3 maanden in er een Europese organisatie opgebouwd met 2400 thuiswerkplekken. Na gunning van de werkzaamheden aan Teleperformance, deed de coronaproblematiek zijn intrede, en is de focus volledig verlegd naar thuiswerken en is de strategie hierop aangepast. Teleperformance is de hoofdleverancier en is leiding in opschaling van de capaciteit in de diverse landen.

Onderstaand het opschaa schema. We verwachten eind juni op 1536 medewerkers te zitten.

Datum	Aantal Trainings groepen	Aantal Medewerkers per groep	Aantal Medewerkers in Training	Aantal Medewerkers "in de lijn"	Aantal calls afgehandeld
dinsdag 2 juni 2020	8	16	128	0	0
woensdag 3 juni 2020	8	16	128	128	6413
donderdag 4 juni 2020	8	16	128	384	12703
vrijdag 5 juni 2020	8	16	128	560	19354
zaterdag 6 juni 2020				512	25805
zondag 7 juni 2020				512	24809
maandag 8 juni 2020	4	16	64	512	25805
dinsdag 9 juni 2020	4	16	64	576	29020
woensdag 10 juni 2020	4	16	64	640	32256
donderdag 11 juni 2020	4	16	64	704	35462
vrijdag 12 juni 2020	4	16	64	768	38777
zaterdag 13 juni 2020				832	41993
zondag 14 juni 2020				832	41993
maandag 15 juni 2020	4	16	64	832	41993
dinsdag 16 juni 2020	4	16	64	896	45218
woensdag 17 juni 2020	4	16	64	960	48384
donderdag 18 juni 2020	4	16	64	1024	51530
vrijdag 19 juni 2020	4	16	64	1088	54675
zaterdag 20 juni 2020				1152	58061
zondag 21 juni 2020				1152	58061
maandag 22 juni 2020	4	16	64	1152	58061
dinsdag 23 juni 2020	4	16	64	1216	61286
woensdag 24 juni 2020	4	16	64	1280	64512
donderdag 25 juni 2020	4	16	64	1344	67738
vrijdag 26 juni 2020	4	16	64	1408	70963
zaterdag 27 juni 2020				1472	74189
zondag 28 juni 2020				1472	74189
maandag 29 juni 2020	4	16	64	1472	74189
dinsdag 30 juni 2020	4	16	64	1536	77414



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2. Aan welke eenmalige kosten moet orde grootte worden gedacht? Welke posten en welke bedragen? NB: alle bedragen exclusief BTW.

Qua eenmalige kosten moet gedacht worden aan:

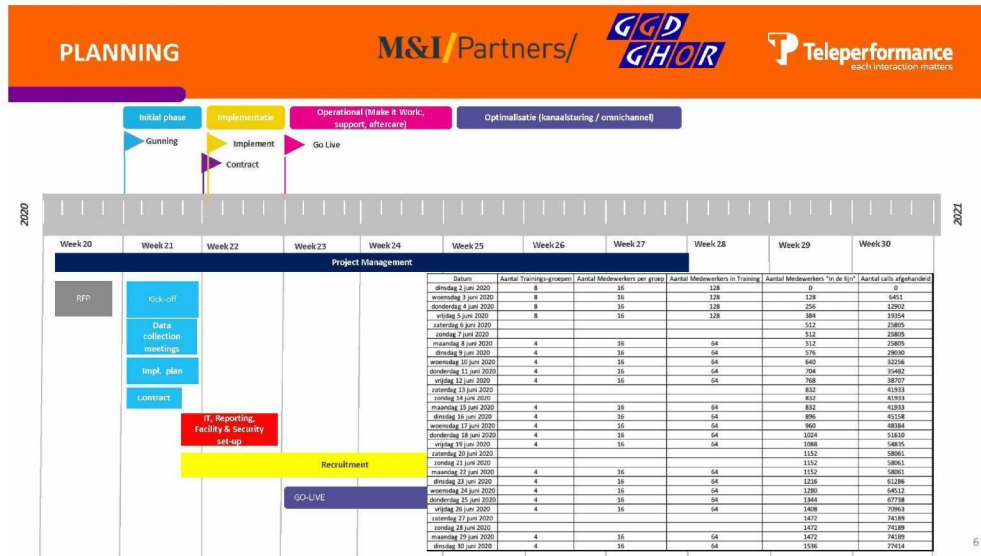
- Trainingskosten voor new-hires; uitgangspunten:
 - Trainingsduur: 8 uur (4 uur onboarding; 2 uur inhoudelijk; 2 uur rollenspel); te valideren tijdens data collection meeting
 - # heads te trainen bij 30.000 contacten per dag: **600**
 - Kosten per trainingsduur: $\frac{(10)(1c)}{1}$
 - Totaal trainingskosten: $\frac{(10)(1c)}{1}$
- Overige kosten (zoals IT, Reporting en projectmanagement): nader te bepalen. Indien standaard koppeling zullen deze beperkt zijn.

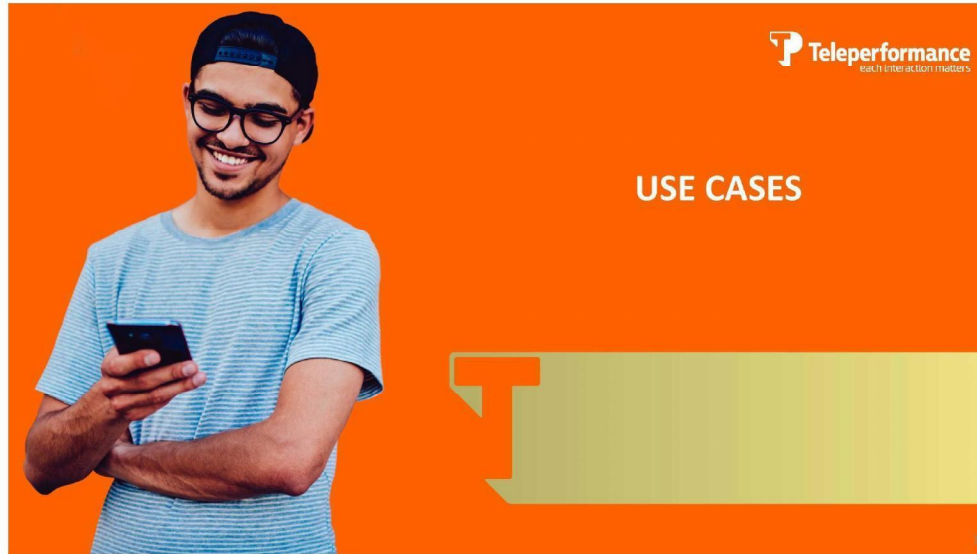
3. Aan welke maandelijks kosten moet orde grootte worden gedacht? Welke posten en welke bedragen? NB: alle bedragen exclusief BTW.

Qua maandelijkse kosten moet gedacht worden aan:

- **Cost of service; uitgangspunten:**
 - Openingsduur: 08.00 – 20.00 (7 dagen per week)
 - Inclusief supportkosten (Contact center manager, Business unit manager, supervisors, Traffic, Planning, Agent, Recruitment, IT)
 - Kosten per productie uur: tussen de 10(10) en 15(15)
 - Medewerker is 45 minuten per uur productief
 - Totaalkosten per maand: afhankelijk van aantal in te zetten medewerkers; 1 FTE is gemiddeld 135 uur per maand productief
 - Zie rekenvoorbeeld rechts voor de totale kosten per maand op basis van 30.000 contacten per dag, een AHT van 5 minuten per call, een productiviteit van 45 minuten per uur en 30,5 dagen per maand.

Datum	Aantal Testingen	Aantal Medewerkers in Training	Aantal Medewerkers "in de lijn"	Aantal actieve gheschuld	Overname bij (10)(c)	Overname bij (10)(c)	Overname bij (10)(c)	Overname bij (10)(c)
donderd 2 juni 2020	4	16	128	0	0			
vrijd 3 juni 2020	4	16	128	184	4.451			
zaterdag 4 juni 2020	4	16	128	196	12.902			
zondag 5 juni 2020	4	16	128	213	19.764			
maandag 6 juni 2020	4	16	128	213	21.805			
dinsdag 7 juni 2020	4	16	64	112	25.465			
dinsdag 8 juni 2020	4	16	64	190	29.020			
woensdag 10 juni 2020	4	16	64	640	52.796			
woensdag 11 juni 2020	4	16	64	764	53.463			
vrijdag 12 juni 2020	4	16	64	768	58.707			
zaterdag 13 juni 2020	4	16	64	811	60.013			
zondag 14 juni 2020	4	16	64	822	61.033			
maandag 15 juni 2020	4	16	64	831	62.013			
dinsdag 16 juni 2020	4	16	64	846	65.158			
woensdag 17 juni 2020	4	16	64	850	66.100			
donderdag 18 juni 2020	4	16	64	1004	53.430			
vrijdag 19 juni 2020	4	16	64	1152	54.891			
zaterdag 20 juni 2020	4	16	64	1152	56.061			
zaterdag 21 juni 2020	4	16	64	1156	56.061			
zaterdag 22 juni 2020	4	16	64	1210	56.061			
zaterdag 23 juni 2020	4	16	64	1280	56.061			
zaterdag 24 juni 2020	4	16	64	1444	67.718			
vrijdag 25 juni 2020	4	16	64	1468	70.791			
zaterdag 27 juni 2020	4	16	64	1472	74.189			
zaterdag 28 juni 2020	4	16	64	1472	74.189			
zaterdag 29 juni 2020	4	16	64	1478	77.614			
Totaal					1.316.405			
Rechtsomgeschied 10h					31.000			
Rechtsomgeschied					915.000			
overname bij per dag 10-15 juni van een product								







TP supports millions of citizens in different countries on COVID-19  Teleperformance

Countries where TP provides COVID-19 related services to local governments



TP supports millions of citizens in different countries on COVID-19 **Teleperformance** each interaction matters

Categories of services provided



COVID-19 Medical Information Line

- Citizen Information Service on Q&A, causes, symptoms, precautionary measures, government measures
- Tier 1 emergency calls for medical screening of symptoms



Citizen Repatriation

- Repatriation of citizens from abroad during the pandemic
- Outbound calls to inform people about social/humanitarian departure flights



Basic Services Information

- Information line on basic essential services:
 - How to get deliveries at home, medicine, food or shopping vouchers



Donations Line

- Support to line dedicated to take national donations for vulnerable groups



Government Payout Line

- Line to support inquiries on government payout to the highly in need sector of society



Back-office

- Back-office support
- Hotlines for government grants for SMEs (Small Medium Enterprises)

UAE Support to Government



Abu Dhabi Digital Authority

Country	UAE
Local Government Entity Supported	Abu Dhabi Digital Authority
Are we supporting specific local communities and/or citizens within country as a whole?	Services being provided to Abu Dhabi citizens through the consolidated service centre – Abu Dhabi Digital Authority
Project Name (if applicable)	ADDA
Country of delivery	UAE
Start date	Ongoing project
Time to implement (from notification/invocation to go-live - in days)	Ongoing project
Locations from where the project is run and/or managed (all, pls list)	Al Ain, UAE
Hours of operation	24*7
Type of service provided	The contact centre consists provides citizen services through omni channel wherein cases are not only logged and sent to the Government Entities, but also followed up for a resolution to the satisfaction of citizens. In addition to customer queries, the centre also handles requests for services, suggestions, complaints and compliments.
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	0
#number of agents (WAH)	126 FTE Work at Home
How long is the training?	1 week
Any Digital initiatives implemented or planned to implement?	
Is the service scripted (if only partially, please give a % scripted)	
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	As a part of this contract, we service over 50 government entities
Have we recruited from internal teams or externally, or both (please describe)	We are utilising the existing staff to cater to these calls
Additional Notes	Against the monthly contractual agreement of answering about 49000 interactions, the centre answered over 60000 interactions (for March 2020) from the citizens requesting information about COVID-19 related to testing, lockdown timings and other related information. To align with the vision of making the services seamless, the numbers were reported to Abu Dhabi Digital Authority on a weekly basis to keep a tab on the trending queries, entities and cases registered. In addition to this, enhancements were implemented on the IVR and SMS communication for all the citizens to shift some of the volume to the available digital channels. This resulted in enabling the teams to cater to the customers in need and provide timely information related to any emergency services.

UAE Support to Government



Dubai Health Authority (DHA)

Country	UAE
Local Government Entity Supported	Dubai Health Authority (DHA)
Are we supporting specific local communities and/or citizens within country as a whole?	We are supporting healthcare citizen services for Dubai
Project Name (if applicable)	Dubai Health Authority
Country of delivery	UAE
Start date	Ongoing project
Time to implement (from notification/invocation to go-live - in days)	Additional staff go-live done in 3 days
Locations from where the project is run and/or managed (all, pls list)	Dubai
Hours of operation	24*7
Type of service provided	The Dubai Health Authority is a health regulatory as well as a medical service provider. Citizen services for booking appointment services for 4 hospitals, 12 primary health clinics and 8 specialty centers. We also cater to queries for services for 19 medical fitness centers and health regulation queries. We are currently catering to queries regarding COVID 19 calls relating to testing, results update, process to be followed as instructed by authorities. Real-time updates are being cascaded to the staff on COVID 19 to be able to provide latest and most updated information to citizens.
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	
#number of agents (WAH)	121 FTE with support staff (overall 143 employees) and 100% of them are working from home
How long is the training?	COVID 19 related training is for 1 day
Any Digital Initiatives implemented or planned to implement?	Recommendations made to client on moving non-priority calls to other channels
Is the service scripted (if only partially, please give a % scripted)	
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	
Have we recruited from internal teams or externally, or both (please describe)	Combination of using internal resources and some external hiring
Additional Notes	

UAE Support to Government



Abu Dhabi Health Services Company

Country	UAE
Local Government Entity Supported	Abu Dhabi Health Services Company (SEHA)
Are we supporting specific local communities and/or citizens within country as a whole?	We are supporting healthcare citizen services for Abu Dhabi
Project Name (if applicable)	SEHA
Country of delivery	UAE
Start date	We are providing this as a temporary service for 2 months to manage the overflow of calls that their main contact centre is receiving.
Time to implement (from notification/invocation to go-live - in days)	This team was put together in 3 days time with basic training provided on handling COVID 19 calls.
Locations from where the project is run and/or managed (all, pls list)	UAE
Hours of operation	24*7
Type of service provided	Handling calls related to COVID 19 queries on screen testing, process to be followed in case of people testing positive.
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	
#number of agents (WAH)	25 FTE Work at Home
How long is the training?	1 day
Any Digital Initiatives implemented or planned to implement?	
Is the service scripted (if only partially, please give a % scripted)	-
Do we have a prior agreement in place?	
Are we providing any other government services that are linked in any way?	We provide services to Abu Dhabi Digital Services
Have we recruited from internal teams or externally, or both (please describe)	Combination of internal and external resources
Additional Notes	SEHA is the corporate name for the Abu Dhabi Health Services Company, which owns and operates all public hospitals and clinics across the emirate. 'SEHA' is a phonetic rendering of the Arabic word for health. The company is a leading participant in the reform of Abu Dhabi's healthcare sector. The reform seeks to upgrade and improve healthcare delivery to the public at a level comparable to the finest healthcare systems in the world.

UK Support to Government



Public Health England



Local Government Entity Supported	Public Health England is an executive agency of the Department of Health and Social Care in the United Kingdom. Its formation came as a result of reorganisation of the National Health Service.
Are we supporting specific local communities and/or citizens within country as a whole?	The NHS 111 helps with urgent medical problems.
Project Name (if applicable)	
Country of delivery	UK
Start date	
Time to implement (from notification/invoicing to go-live - in days)	
Locations from where the project is run and/or managed (all, pls list)	
Hours of operation	
Type of service provided	Citizen calls reception handling for NHS 111 service and basic Q & A regarding COVID19.
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	1,700 FTE in sites
#number of agents (WAH)	1,000 FTE Work at Home
How long is the training?	
Any Digital initiatives implemented or planned to implement?	
Is the service scripted (if only partially, please give a % scripted)	
Do we have a prior agreement in place?	
Are we providing any other government services that are linked in any way?	Teleperformance UK last handled the swine flu pandemic for Public Health England. The service is designed to take the pressure off of the front line services of NHS 111. A Public Health algorithm uses Q & A's to deliver an outcome for the citizen based on their symptoms so that they can be reception handled correctly.
Have we recruited from internal teams or externally, or both (please describe)	

UK Support to Government Foreign and Commonwealth Office



Local Government Entity Supported	The Foreign and Commonwealth Office, commonly called the Foreign Office, or British Foreign Office, is responsible for protecting and promoting British interests worldwide.
Are we supporting specific local communities and/or citizens within country as a whole?	
Project Name (if applicable)	
Country of delivery	UK
Start date	
Time to implement (from notification/invoication to go-live - in days)	This service was put in place within 5 days.
Locations from where the project is run and/or managed (all, pls list)	
Hours of operation	
Type of service provided	Repatriation of UK citizens from abroad during the COVID19 pandemic; many of which are stuck abroad and need advice on how to get back into the UK.
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	200 FTE in sites
#number of agents (WAH)	100 FTE Work at Home
How long is the training?	
Any Digital Initiatives Implemented or planned to implement?	
Is the service scripted (if only partially, please give a % scripted)	
Do we have a prior agreement in place?	
Are we providing any other government services that are linked in any way?	
Have we recruited from internal teams or externally, or both (please describe)	
Additional Notes	Teleperformance UK have previously handled numerous emergency situations for this client across the last 10 years.

Italy Support to Government



Local Government Entity Supported	Civil Protection (Taranto)
Are we supporting specific local communities and/or citizens within country as a whole?	All the Taranto area (that is where TP Office is located)
Project Name (if applicable)	
Country of delivery	Italy
Start date	06-abr
Time to implement (from notification/invocation to go-live - in days)	3 day during (last weekend)
Locations from where the project is run and/or managed (all, pls list)	Taranto
Hours of operation	8,30 - 18.00
Type of service provided	At the moment the agents provide informations on how to get delivered at home medicine, food or shopping vouchers
#number of agents (split between B&M and WAH):	3
#number of agents (Bricks & Mortar)	3
#number of agents (WAH)	0
How long is the training?	Not needed, a few slide about the emergency process
Any Digital Initiatives implemented or planned to implement?	No
Is the service scripted (if only partially, please give a % scripted)	No
Do we have a prior agreement in place?	No
Are we providing any other government services that are linked in any way?	No
Have we recruited from internal teams or externally, or both (please describe)	Internal resources

France Support to Government



Local Government Entity Supported	the Information Services of the French Government. Here, it is precisely the Ministry of Health, which launched the toll-free number, which we support.
Are we supporting specific local communities and/or citizens within country as a whole?	Citizens within country as a whole + health professionals
Project Name (if applicable)	COVID-19
Country of delivery	France
Start date	26 February 2020 - 10am
Time to implement (from notification/invocation to go-live - in days)	1 hour
Locations from where the project is run and/or managed (all, pls list)	all French Teleperformance sites, i.e. 13 up to containment (Anières, Belfort, Bordeaux, Orleans, Reims, Niort, Villeneuve d'Ascq, Montpellier, Toulouse, Laval, Le Mans, Montigny)
Hours of operation	7 days a week, 24 hours a day
Type of service provided	Citizen Information Service on the Coronavirus Epidemic: causes, symptoms, measures to follow in case of contamination, government containment measures, precautionary measures to follow, ...
#number of agents (split between B&M and WAH):	600
#number of agents (Bricks & Mortar)	100
#number of agents (WAH)	500
How long is the training?	1 hour initial training brief, followed by continuous training modules built with TP Academy France deployed via e-learning (very short format: stress management, government posture,...)
Any Digital initiatives implemented or planned to implement?	Deployment of a service for the deaf and hard of hearing via the Roger Voice solution - sending SMS messages via Dialonce (Visual IVR) to respond to call peaks, for example, following government speech on TV.
Is the service scripted (if only partially, please give a % scripted)	No. We transmit the instructions and messages sent every day by the French government (FAQ available in TP Client and updated on a recurring basis).
Do we have a prior agreement in place?	We have a contract with SIG since 2012, activated for national crises (Bataclan for example). Normally for COVID-19, it is the Ministry of Health that activates its own providers (actical-Sibel in this case), but the SIG wanted to take over the lead and involve its own known and trusted partner, Teleperformance France.
Are we providing any other government services that are linked in any way?	We have recently been providing an additional information service for the Ile de France Regional Health Agency (this is a new client for TP France).
Have we recruited from internal teams or externally, or both (please describe)	both (priority internal sourcing up to 100 FTEs and then ramp up from externally to 600)

Greece Support to Government



Local Government Entity Supported	EOOY (National Health Organization)
Are we supporting specific local communities and/or citizens within country as a whole?	YES
Project Name (if applicable)	1135 - Coronavirus Information Line
Country of delivery	Greece
Start date	2020-03-03
Time to Implement (from notification/invocation to go-live - in days)	1
Locations from where the project is run and/or managed (all, pls list)	Athens - W/AHA
Hours of operation	24*7
Type of service provided	Information Line - Phone
#number of agents (split between B&M and WAH):	70
#number of agents (Bricks & Mortar)	0
#number of agents (WAH)	70
How long is the training?	5 to 6h
Any Digital Initiatives implemented or planned to implement?	NO
Is the service scripted (if only partially, please give a % scripted)	100% based on our own CRM platform
Do we have a prior agreement in place?	NO
Are we providing any other government services that are linked in any way?	YES
Have we recruited from internal teams or externally, or both (please describe)	Both 80% internal , 15% external and 5% voluntary work

Lebanon Support to Government



Local Government Entity Supported	MOH / Ministry of Health
Are we supporting specific local communities and/or citizens within country as a whole?	Yes
Project Name (if applicable)	1214 MOH Hotline
Country of delivery	Lebanon
Start date	2014
Time to implement (from notification/invocation to go-live - in days)	1
Locations from where the project is run and/or managed (all, pls list)	Kaslik
Hours of operation	24*7
Type of service provided	Hotline
#number of agents (split between B&M and WAH):	18
#number of agents (Bricks & Mortar)	18
#number of agents (WAH)	0
How long is the training?	9 hours
Any Digital initiatives implemented or planned to implement?	No
Is the service scripted (if only partially, please give a % scripted)	100% based on our own CRM platform
Do we have a prior agreement in place?	No
Are we providing any other government services that are linked in any way?	Yes
Have we recruited from internal teams or externally, or both (please describe)	Internal

Tunisia Support to Government



Local Government Entity Supported	HEALTH MINISTRY
Are we supporting specific local communities and/or citizens within country as a whole?	YES
Project Name (if applicable)	190
Country of delivery	TUNISIA
Start date	18-mar
Time to implement (from notification/invocation to go-live - in days)	1 week
Locations from where the project is run and/or managed (all, pls list)	Tunis in 190 site
Hours of operation	8H/17H 5 days/week
Type of service provided	level 1 for 190 (SAMU) in TUNISIA
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	
#number of agents (WAH)	15
How long is the training?	1 day
Any Digital initiatives implemented or planned to implement?	no
Is the service scripted (if only partially, please give a % scripted)	no
Do we have a prior agreement in place?	no
Are we providing any other government services that are linked in any way?	NOT YET
Have we recruited from internal teams or externally, or both (please describe)	Only internal teams

Russia Support to Government



Local Government Entity Supported	Aeroflot (Russian airlines)
Are we supporting specific local communities and/or citizens within country as a whole?	YES
Project Name (if applicable)	return of Russian citizens to their homeland
Country of delivery	Russia
Start date	20/03/2020
Time to implement (from notification/invocation to go-live - in days)	2 hours
Locations from where the project is run and/or managed (all, pls list)	Vladimir, Volgograd
Hours of operation	24*7
Type of service provided	Outbound calls to inform people (based on the embassies' lists) about social departure flights to Russia. TP receives the generated lists of citizens wishing to fly to Russia and makes outgoing calls to obtain personal consent and agree on the departure date according to the AF flight plan. Our task is to obtain consent, inform about the next flights and confirm the departure, informing where and where to go to the airport.
#number of agents (split between B&M and WAH):	100
#number of agents (Bricks & Mortar)	100
#number of agents (WAH)	0
How long is the training?	1 hour
Any Digital initiatives implemented or planned to implement?	NO
Is the service scripted (if only partially, please give a % scripted)	NO
Do we have a prior agreement in place?	NO
Are we providing any other government services that are linked in any way?	NO
Have we recruited from internal teams or externally, or both (please describe)	100% internal
Additional Notes	The Russian Federation has officially announced that the state is ready to facilitate the return to Russia of all citizens who have expressed such a desire in the current crisis situation with the support of the Russian airline Aeroflot. The preliminary schedule for the export of Russian citizens from abroad until April 13 was formed by the Federal Air Transport Agency, according to the press service of the Ministry of Transport of the Russian Federation. The following algorithm was approved: on the created portal on the official website of the Russian Federation "State Services" and through the embassies of the Russian Federation in countries, citizens can apply for a return. TP receives the generated lists of citizens wishing to fly to Russia and makes outgoing calls to obtain personal consent and agree on the departure date according to the AF flight plan. Our task is to obtain consent, inform about the next flights and confirm the departure, informing where and where to go to the airport.

Madagascar Support to Government



Country	Madagascar
Local Government Entity Supported	Ministry of Health / Ministry of Telecommunication
Are we supporting specific local communities and/or citizens within country as a whole?	Yes
Project Name (if applicable)	Database COVID-19
Country of delivery	Madagascar
Start date	avr-20
Time to implement (from notification/invocation to go-live - in days)	10
Locations from where the project is run and/or managed (all, pls list)	Antananarivo, Capital of Madagascar
Hours of operation	24*7
Type of service provided	Back office
#number of agents (split between B&M and WAH):	15
#number of agents (Bricks & Mortar)	15
#number of agents (WAH)	0
How long is the training?	3 hours
Any Digital Initiatives Implemented or planned to implement?	No
Is the service scripted (if only partially, please give a % scripted)	100% based on our own CRM platform
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	No
Have we recruited from internal teams or externally, or both (please describe)	Internal

Colombia Support to Government



Country	Colombia
Local Government Entity Supported	Alcaldía de Medellín
Are we supporting specific local communities and/or citizens within country as a whole?	Country
Project Name (if applicable)	
Country of delivery	Colombia
Start date	
Time to Implement (from notification/invocation to go live - In days)	
Locations from where the project is run and/or managed (all, pls list)	
Hours of operation	
Type of service provided	Answer Desk Inbound Agent. The line is dedicated to take donations for vulnerable groups. 123 line for "Alcaldía de Medellín"
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	
#number of agents (WAH)	WAHA – 10 Agents
How long is the training?	
Any Digital initiatives implemented or planned to implement?	
Is the service scripted (if only partially, please give a % scripted)	
Do we have a prior agreement in place?	
Are we providing any other government services that are linked in any way?	
Have we recruited from internal teams or externally, or both (please describe)	
Additional Notes	Local Marketing team has already generated and posted content regarding this initiative

El Salvador Support to Government



Country	El Salvador
Local Government Entity Supported	
Are we supporting specific local communities and/or citizens within country as a whole?	Country
Project Name (if applicable)	
Country of delivery	El Salvador
Start date	
Time to implement (from notification/invocation to go-live - in days)	
Locations from where the project is run and/or managed (all, pls list)	
Hours of operation	
Type of service provided	As a response to the COVID-19 crisis, the El Salvadorian Government issued a payout for 1.5M people. This payout is targeting the highly in need informal sector of society. Basically, those people whose livestock is based on their same day activity and that would have no means for survival during the 1-month quarantine. The El Salvador Government launched a toll-free number to support inquiries. This channel's main objective is to avoid massive gatherings in government offices while providing answers to society.
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	The government issues a special permission for this program to work B&M. All 238 representatives are B&M.
#number of agents (WAH)	
How long is the training?	
Any Digital initiatives implemented or planned to implement?	
Is the service scripted (if only partially, please give a % scripted)	
Do we have a prior agreement in place?	
Are we providing any other government services that are linked in any way?	
Have we recruited from internal teams or externally, or both (please describe)	
Additional Notes	Teleperformance is 1 of the 7 local Contact Centers servicing the Government and society. The other companies are: Atento, Sykes, Talk Americas, CC Puntual, COMDATA and Tribe BPO.

Singapore Support to Government



Country	Singapore
Local Government Entity Supported	Enterprise Singapore (government agency championing enterprise development)
Are we supporting specific local communities and/or citizens within country as a whole?	
Project Name (if applicable)	
Country of delivery	
Start date	4th April till further notice
Time to implement (from notification/invocation to go-live - in days)	24 hours
Locations from where the project is run and/or managed (all, pls list)	
Hours of operation	8am to 8pm, 7 days a week
Type of service provided	TPSG is existing provider for ES hotlines handling government grants for SMEs (Small Medium Enterprises)
#number of agents (split between B&M and WAH):	
#number of agents (Bricks & Mortar)	
#number of agents (WAH)	30 licenses/seats. Gradually moved more to TPSG site as their environment was not conducive - 45 TPSG
How long is the training?	
Any Digital Initiatives implemented or planned to implement?	
Is the service scripted (If only partially, please give a % scripted)	
Do we have a prior agreement in place?	
Are we providing any other government services that are linked in any way?	
Have we recruited from internal teams or externally, or both (please describe)	Volunteers from various govt agencies manning 4 hour shifts. Almost 120 volunteers turned up per day. Only Singaporeans are eligible to handle the calls. TPSG provided support staffing from IT, HR and Ops taking temperatures, teaching volunteers how to use Avaya system, etc. ES was tasked by the Ministry of Trade and Industry to setup an adhoc contact center to handle applications from business applying for exemption from the Circuit Breaker restrictions. As ES does not have an in-house contact center, they had to find a solution to setup this up within 24 hours.
Additional Notes	Avg Call Volumes: 4500 calls per day during initial period of 1 week

India Support to Government

Jaipur Vidyut Vitran Nigam Ltd



Country	India
Local Government Entity Supported	Jaipur Vidyut Vitran Nigam Limited is a Power Distribution Company in the state of Rajasthan responsible for power supply to over 5 Mn consumers.
Are we supporting specific local communities and/or citizens within country as a whole?	JVNL Consumers in Rajasthan
Project Name (if applicable)	Jaipur Vidyut Vitran Nigam Limited
Country of delivery	India
Start date	Process live since Jun 2013
Time to implement (from notification/invocation to go-live - in days)	Immediate
Locations from where the project is run and/or managed (all, pub list)	15 Districts of Rajasthan – Jaipur, Dausa, Tonk, Bharatpur, Karauli, Bundi, Baran, Jhalawar, Dholpur, Swai Madhopur, Kota, Alwar, Jodhpur, Pali and Barmer.
Hours of operation	7 days a week, 24 hrs a day
Type of service provided	End to End complaint rectification for "no – current complaints" from complaint registration at the call center and rectification through 280 field teams spread across the State of Rajasthan. Over 300 call centre staff plus 3000 field personnel providing end to end support for managing 'no-current' complaints for over 5 million power consumers in 15 districts in Rajasthan, consisting households/shops & establishments/industries in the state. Helping government to ensure uninterrupted power supply even during COVID lockdown
#number of agents (split between B&M and WAH):	3300
#number of agents (Bricks & Mortar)	3200 – 2800 field staff engaged for complaint rectification and remaining 400 working out of client premises.
#number of agents (WAH)	100
How long is the training?	02 days of training/sensitisation on all the preventive procedures to be followed during COVID 19
Any Digital initiatives implemented or planned to implement?	WAHNA, Complaint registration on IVRS, Mobile application for field staff to get complaints from the call center with consumer details.
Is the service scripted (if only partially, please give a % scripted)	No
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	No
Have we recruited from internal teams or externally, or both (please describe)	Facilitating between different departments for delivery of essential services.
Additional Notes	Message from MD JVNL: Dear Vipul and Team, While the power consumers and citizens are safely at their homes during the ongoing COVID 19 lockdown, on behalf of Jaipur Discom (JVNL), I'd like to acknowledge that your employees at the call center and fault Rectification Teams (FRT) continue to work with courage, responsibility and complete dedication. With your continuous support and professionalism, Jaipur Discom (JVNL) is able to provide uninterrupted essential services to our citizens. Jaipur Discom (JVNL) gratefully acknowledges and appreciates these selfless and courageous services of your employees. Please take care of your employees and follow all safety practices including social-distancing norms. In these challenging time, safety of our employees is also of utmost importance.

India Support to Government



Punjab State Power Corporation Ltd

Country	India
Local Government Entity Supported	Punjab State Power Corporation Limited is a state owned company responsible for generation, transmission and distribution of electricity to over 8 Mn consumers in the state of Punjab.
Are we supporting specific local communities and/or citizens within country as a whole?	PSPCL Consumers within Punjab.
Project Name (if applicable)	Punjab State Power Corporation Limited
Country of delivery	India
Start date	Process live since Oct 2013
Time to implement (from notification/invocation to go-live - in days)	Immediate
Locations from where the project is run and/or managed (all, pls list)	18 Districts of Punjab – Amritsar, Bathinda, Faridkot, Firozpur, Fatehgarh Sahib, Kapurthala, Gurdaspur, Hoshiarpur, Jalandhar, Ludhiana, Mansa, Moga, Muktsar, Nawanshahr, Patiala, Rupnagar, Sangrur, and Tarn Taran.
Hours of operation	7 days a week, 24 hrs a day
Type of service provided	Call Center services for “no – power” complaint registration and Fault Rectification teams in the cities of Ludhiana and Mohali.
#number of agents (split between B&M and WAH):	2100
#number of agents (Bricks & Mortar)	1860 – 1100 field staff engaged for complaint rectification in Ludhiana & Mohali circles. Helping government to ensure uninterrupted power supply even during COVID lockdown. Remaining 760 working out of client premises.
#number of agents (WAH)	240
How long is the training?	02 days of training/sensitization on all the preventive procedures to be followed during COVID 19
Any Digital Initiatives implemented or planned to implement?	WAHA
Is the service scripted (if only partially, please give a % scripted)	No
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	Facilitating between different departments for delivery of essential services.
Have we recruited from internal teams or externally, or both (please describe)	Existing staff
Additional Notes	Email from Sr. Executive Engineer : Whole world is facing a pandemic COVID-19 in this tough situation, M/s Teleperformance Global services Pvt Ltd is running PSPCL call center with 50% staff to maintain social distancing and also operating PCCs etc in a successful manner. PSPCL appreciates you (M/s) Teleperformance Global Services Pvt Ltd and your employees for the services. Ensure that the employees must adopt all safety measures specially sanitizers, masks, gloves and train in social distancing. Guide them to be safe and keep safe their family members also.

India Support to Government



Maharashtra State Electricity Distribution Company Ltd



Country	India
Local Government Entity Supported	Maharashtra State Electricity Distribution Company Ltd is a state owned company responsible for supplying electricity to over 20 Mn consumers in the state of Maharashtra.
Are we supporting specific local communities and/or citizens within country as a whole?	MSEDCL Consumers within Maharashtra.
Project Name (if applicable)	MSEDCL
Country of delivery	India
Start date	Process Live since Mar 2018
Time to implement (from notification/invocation to go-live - in days)	Immediate
Locations from where the project is run and/or managed (all, pls list)	Entire State except for few parts of Mumbai City.
Hours of operation	7 days a week, 24 hrs a day
Type of service provided	Call Center services for "no - power" complaint registration and bill related queries.
#number of agents (split between B&M and WAH):	135
#number of agents (Bricks & Mortar)	35
#number of agents (WAH)	100
How long is the training?	01 day of training/sensitization on all the preventive procedures to be followed during COVID 19
Any Digital Initiatives implemented or planned to implement?	Complaint registration on IVRS, WAHA, Missed Call Solution
Is the service scripted (if only partially, please give a % scripted)	No
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	Facilitating between different departments for delivery of essential services.
Have we recruited from internal teams or externally, or both (please describe)	Existing staff
Additional Notes	Our 135 staff are managing helpline for over 20 million consumers across the state. Also deployed technology solutions for registration of complaints over IVR and through missed calls from their registered phone numbers. Also implemented WAHA solution during lockdown.

India Support to Government

Dial CG 112 – Emergency Helpline



Country	India
Local Government Entity Supported	Police Department of Chhattisgarh
Are we supporting specific local communities and/or citizens within country as a whole?	All the residents of Chhattisgarh State
Project Name (if applicable)	Dial CG 112
Country of delivery	India
Start date	Process Live since Mar 2018
Time to Implement (from notification/Invocation to go-live - in days)	Immediate
Locations from where the project is run and/or managed (all, pls list)	Dial 112 covers the following 11 districts: Raipur, Durg, Rajnandgaon, Kabirdham, Bastar (Jagdalpur City), Sarguja, Bilaspur, Janjgir Champa, Korba, Raigarh and Mahasanund.
Hours of operation	7 days a week, 24 hrs a day
Type of service provided	Dial 112 covers all the emergency services offered by Police (100), Fire (101) and Ambulance (108) to single number 112
#number of agents (split between B&M and WAH):	125
#number of agents (Bricks & Mortar)	125 – All within the premises of Chhattisgarh Police Command Headquarters
#number of agents (WAH)	0
How long is the training?	01 day of training/sensitization on all the preventive procedures to be followed during COVID 19
Any Digital initiatives implemented or planned to implement?	WAHA for few social media agents.
Is the service scripted (if only partially, please give a % scripted)	No
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	Facilitating between different departments for delivery of emergency services.
Have we recruited from Internal teams or externally, or both (please describe)	Existing Staff
Additional Notes	Our 135 staff are managing the emergency helpline for the entire population of over 25 million across the state

India Support to Government



Amma Call Centre

Country	India
Local Government Entity Supported	Government of Tamilnadu
Are we supporting specific local communities and/or citizens within country as a whole?	Residents of the state
Project Name (if applicable)	Amma Call Centre – Citizen Helpline
Country of delivery	India
Start date	Dec 2018
Time to Implement (from notification/Invocation to go-live - in days)	Immediate
Locations from where the project is run and/or managed (all, pls list)	Chennai
Hours of operation	12 hrs, 8 a.m till 8 p.m
Type of service provided	Amma Call Centre is a single window IT enabled facility that acts as an intermediary between citizens and government to enable expeditious disposal of grievances of Citizens.
#number of agents (split between B&M and WAH):	30
#number of agents (Bricks & Mortar)	15
#number of agents (WAH)	15
How long is the training?	01 day of training/sensitization on all the preventive procedures to be followed during COVID 19
Any Digital Initiatives Implemented or planned to implement?	WAHA
Is the service scripted (if only partially, please give a % scripted)	No
Do we have a prior agreement in place?	Yes
Are we providing any other government services that are linked in any way?	Facilitating between different departments for delivery of essential services.
Have we recruited from Internal teams or externally, or both (please describe)	Existing Staff
Additional Notes	30 TP staff engaged in receiving and coordinating actions on call for help received from citizens across the state of Tamil Nadu. Also implemented WAHA solution.



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