Televerification Responses

Sr.No	Queries	BFSL Responses
1	What is the operational window & days ? [9.00 am - 7.00 pm, Mon - Sat], please share desk / queue wise details	9.00 am - 7.00 pm, Mon - Sat except public holiday
2	Would there be One time Allocation of Data for the Month?	Allocation of data on daily basis on regular interval
3	What is the Data Allocation Pattern – Day wise (from Day 1 to Day 30)	As per requirement on daily basis
4	What is the current Contactability in each queue? (share 3 months trend) [contactability %]	55% contactacbality in first call, 20 % contactbality in second call, 15 % contactbality in 3rd call 5% contactbality 4th and 5% non contactable.
5	What is the current AHT Queuewise? (Please segregate AHT for Beta Period and for BAU Period for Each Queue)	We are looking for Connect per call model commercial and not Desk model. Hence this question is NA.
6	What is the current AHT as per BFSL Standard script	2 minute per call
7	What is the percentage of followup calls on connected ?	90% of balance cases of 1st attempts
8	What is the AHT of followup calls?	2 minute per call
9	What is the expected number of successful verifications per agent / month?	200
10	LOB wise support span ratio will be as per CBSL standards? If No, please share LOB wise support staff span ratio.	This can be discussed with shortlisted vendor.
11	Beta period shall be 90 days from the go-live date ? Please confirm.	We cannot keep the cooling period of 90days, as script will be provided by BFSL. We expect no issues in this. But, still BFSL is OPEN for discussion at a later stage with shortlisted vendor.
12	Please confirm this 1,00,000- 1,50,000 cases on monthly includes Pre-approved credit cards or only customer applied	Only customer applied
13	Commercial Bid-Connect per minute or connect per lead	Connect Per Call