

Customer Service Proposal Template Example

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Proposal Overview

Client Name: Positive Charge

MM/DD/YY

Customer Service Proposal for Positive Charge

About Us

Company Overview

Brightline Solutions is a premier provider of customer service solutions, dedicated to helping innovative companies like Positive Charge deliver seamless support to their customers. Our mission is to enhance customer satisfaction and drive business success through expertly tailored service strategies.

Experience and Expertise

With over 12 years of experience, Brightline Solutions has supported clients in the technology, logistics, and renewable energy sectors, delivering exceptional multi-channel support and measurable results.

Core Values

We value responsiveness, innovation, and partnership, ensuring that every customer interaction aligns with your brand's vision.

Company Information

Brightline Solutions

Phone: (555) 987-6543

support@brightlinesolutions.com

456 Service Avenue, Suite 100, Innovation City, ST 78901

www.brightlinesolutions.com

Scope of Services

Customer Service Type Needed

24/7 multi-channel support, including email, phone, and live chat for EV customers and logistics partners.

Service Hours

Full coverage, including peak usage times and emergency response.

Team Requirements

A team of 12 customer support specialists trained in EV technology and logistics coordination.

Additional Details

Customized support scripts and FAQs tailored to Positive Charge's operations.

Client Requirements

Service Goals

Achieve a 95% resolution rate within 24 hours for customer issues while reducing call wait times to under 3 minutes.

Target Metrics

Meet SLA standards for response time, resolution, and customer satisfaction (above 90%).

Technology or Software Needs

Integration with Positive Charge's CRM system for efficient tracking and reporting.

Service Plan

Proposed Strategy

Brightline Solutions will deploy a specialized customer support team to manage Positive Charge's inquiries, providing a seamless experience for EV drivers and logistics operators. Weekly analytics will track performance against key metrics.

Team Structure

- Customer Support Agents (12): Handle real-time inquiries and proactive outreach.
- Quality Analyst (1): Monitor interactions to ensure service excellence.

Tools and Technology

Integration of Brightline's proprietary support platform with Positive Charge's CRM for ticket resolution and analytics.

Customization Options

Bi-weekly strategy sessions to refine processes and improve outcomes.

Cost Breakdown

Description	Unit Cost	Quantity	Total Cost
Customer Support Agent	\$25/hour	1,920 hours/month	\$48,000
CRM Integration	\$1,200 (one time)	-	\$1,200
Quality Monitoring	\$550/month	1 month	\$550
Reporting and Analytics	\$350/month	1 month	\$350
Training for Team	\$500/session	3 sessions	\$1,500
Total Estimated Cost			\$51,600

Terms and Conditions

Payment Terms

A 30% deposit (\$15,480) is required upon contract signing. Remaining payments will be invoiced monthly.

Contract Duration

Initial 12-month agreement with options for renewal based on performance.

Termination Policy

The agreement may be terminated with 60 days' written notice by either party.

Client Acknowledgement

Name
Signature
Date

Additional Notes or Attachments

Attachments: Call flow chart customized for Positive Charge's EV driver support; example SLA metrics report; and FAQ on integration with existing CRM tools.

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