CLIENT SERVICES

Description	SLA
Requests for data, reports, or specific information related to client accounts, processes, or projects	1 business day
Requests for training sessions, materials, or resources to improve skills or knowledge related to client service delivery	3 business day
Requests to review and provide feedback on existing processes or suggestions for improving efficiency, quality, or effectiveness	3 business day
Requests for access to internal systems, tools, or platforms used for client service delivery, along with support for any issues encountered	1 business day
Requests to escalate client issues or concerns to higher levels of management or specific teams for resolution	2 business days
Requests for client-specific documentation, contracts, agreements, or other materials needed for service delivery or client interactions	3 business day
Requests for quality assurance checks, audits, or reviews of client interactions, processes, or deliverables	3 business day
Requests for allocation of resources such as personnel, equipment, or software licenses to support client projects or initiatives	3 business day
Requests for analysis and insights based on client feedback, surveys, or performance metrics to improve service delivery	3 business day
Requests for clarification on company policies, procedures, or best practices related to client service delivery	3 business day

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ICT Department

Help Topic/Subject	SLA
Plugging out/in of certain peripherals (e.g. mouse, keyboard, UPS)	1 hour
Relaunching of certain application	1 hour
SIP Credentials setup given by client's IT/Voip provider	1 hour
Hardware (standard workstation Desktop)	Depending on the hardware issue - 3 hrs
Software issue (standard)	Depending on the software issue - 3 hrs
App updates	5 hours - BAU
Windows browser Problems.	1 hour
(Email) Password Reset/ Admin Password	1 hour
PC/ Application Log-in problems	2 hours
Firewall Reboot	1 hour
Network Appliance Reboot (Switches, Routers)	1 hour
Transferring of ISPs via Firewall due to one ISP down	1 hour
Software installation	2 hours
PC/ Application Log-in problems	2 hours
(HARDWARE) Installation or replacement of certain computer/machine/gadget part/s	2 hours
Creating Email Distribution List (Depends on how many) - Acell, Nien, Keisha and John only	2 hours
Limited internet connection on a PC (isolated cases)	3 hours
Browser Malware/Adware	3 hours
Windows OS troubleshooting.	3 hours
Tolerable but intermittent internet due to ISP problem/s or peaked internet usage.	5 hours
Tolerable calls/muffled calls. Might be external (client) or internal issue.	5 hours
(Focusincpro and FGCPlus) Email server/service down	5 hours
Firewall is down.	5 hours
Hardware server is down.	7 hours
Viruses and malware enter our servers/network. (Security Breach)	8 hours
Client tool Issues	5 hours
Network (internal)	8 hours
Network Loop (causes limited to no internet and LAN connection)	8 hours
PC replacement	24 hours
PC Format/ RAM installation/ file sync	24 hours
Windows Update	24 hours
OS Viruses/Malwares	24 hours

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ICT Department

Help Topic/Subject	SLA
Network (Client)	24 hours
Email and Skype credentials	72 hours
Bulk Transfers – Needed time due to transfer. Best to transfer during weekends.	72 hours
Transferring of peripherals. (This happens after GY shift. Transferring of PCS, etc. will consume time and cannot be done during normal shift due to limited IT personnel.)	72 hours
Workstation Setup	72 hours
RDP Issues (Routing)	2 hours
RDP Issue/s (Inside RDP Applications)	2 hours
RDP Issue/s (Internal)	2 hours
Sangfor Endpoint Issues	2 hours
VOIP Issues (External)	1 hour - Report to client
VOIP Issues (Internal)	3 hours
VPN Connectivity Issues (Firewall)	2 hours
VPN Connectivity Issues (Client tool/App)	2 hours
Email Spam/Phishing/Malware	3 hours
Wi-Fi Request	1 hour
Application License Request	72 hours
Network/Server Maintenance	24 hours
Request for Blocking/Whitelisting of websites	5 hours
AD "Trust Relationship" Error	1 hour

Workforce Management & Reports Analyst

Help Topic/Subject	Description	SLA
WFM & RA - General Inquiry	Request for information or data not listed on the help topics/subjects for WFM & RA.	3 days
WFM & RA - Schedule Request	Create schedule to ensure client's hour of operations is covered.	3 days
WFM & RA - Request for Headcount	Request for staffing recommendation or simulation.	3 days
WFM & RA - Training Schedule Request	Request for training schedule to ensure operations is not affected.	3 days
WFM & RA - ESS: Change Shift Request	Request to update shift schedule in ESS due to sudden changes as required/approved by clients.	2 days
WFM & RA - ESS: Scrubbing of DTR Logs	Request to update DTR logs due to incorrect Time In/Time Out.	2 days
WFM & RA - ESS: Roster Update	Request to update ESS Team Composition due to employee movement/organizational structure.	2 days
WFM & RA - NEW QA Dashboard Request	Creation of a new QA dashboard	3 days
WFM & RA - QA Dashboard Updates	Request to modify or update existing QA dashboards/tracker.	2 days
WFM & RA - NEW Training Dashboard Request	Creation of a new Training dashboard	3 days
WFM & RA - Training Dashboard Updates	Request to modify or update existing Training dashboards/tracker.	2 days
WFM & RA - Internal Report Request	Creation of new reports for internal or FGC consumption only.	3 days
WFM & RA - Client Report Request	Interval, EOD, Weekly, EOM client specific reports or dashboard.	3 days
WFM & RA - Forms Creation & Compliance Report	Request to create forms with compliance report (ex. Survey and sign off sheet)	3 days

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MARKETING

Help Topic/Subject	SLA
Office/Site Branding (mockups, signages, major renovations)	10 business days
Physical Branding Items (shirt designs, tarps, posters, items that need printing or physical production)	7 business days
Decks/Presentations Re-Design (if content is ready)	5 business days
Decks/Presentations (if needing research, copy, etc.)	10 business days
Templates/Certificates	3 business days
Video (if content + raw files are ready)	7 business days
Video (if starting from scratch)	15 business days
Social media/Digital Posts	2 business days
Client-facing Files (forms, welcome pages, etc.)	2 business days
Marketing Approval/Sign-Off	2 business days

TRAINING

Training	Description	SLA
HIT Facilitation	Assistance and support for facilitating High Impact Training (HIT) sessions, also known as Foundations Training, aimed at providing comprehensive knowledge and skills to new hires or employees transitioning to new roles within the company. Topics discussed: FGC+ Company overview and Campaign specific overview.	5 days
PST Trainer Assignment	Requesting assignment of a trainer specialized in a specific campaign to conduct training sessions tailored to the unique requirements of that product or campaign.	5 days
Refresher Course Facilitation	Support for facilitating refresher courses designed to update and reinforce knowledge and skills among employees who have previously undergone training but may benefit from a review or update of relevant information.	5 days
Knowledge Base Update	Requesting updates or revisions to the company's knowledge base, including adding new information, clarifying existing content, or removing outdated material to ensure accuracy and relevance.	5 days
Training Materials Update	Requesting updates or modifications to training materials, such as presentations, manuals, or handouts, to reflect changes in processes, procedures, or content, ensuring alignment with current training objectives.	14 days
Training Agenda for PST	Assistance in developing training agendas specifically for Product Specific Training (PST) sessions, outlining the topics, activities, and timeline for each training session to optimize learning outcomes.	3 days
Uptraining - Campaign Specific	Requesting specialized training, known as Uptraining, focused on enhancing skills and knowledge related to a specific campaign, addressing campaign-specific challenges or updates	3 days

TRAINING

Training	Description	SLA
Course Content Update Request	Requesting revisions to the content of training courses, modules, to reflect changes in industry standards, regulations, or company policies, ensuring accuracy and relevance for trainees.	5 days
Training Course Creation Request	Requesting the development of new training courses or modules tailored to specific learning objectives or training needs identified within the organization, designed to address skill gaps or relevant topics.	21 days
Training Needs Analysis Request	Requesting an assessment of training needs within a department or team, including identifying skill gaps, determining learning priorities, and recommending appropriate training interventions to support employee development.	5 days
Trian-the-Trainer Request	Requesting participation in Train-the-Trainer programs, which provide training and guidance to employees who will serve as trainers, equipping them with the skills and knowledge needed to effectively deliver training sessions to others.	3 days

QUALITY ASSURANCE

QA	Description	SLA
Calibration Session	QAS to schedule and facilitate calibration sessions on top of the regular sessions they have.	5 days
Coaching Compliance Issues	Requests to resolve coaching compliance issues e.g removal of duplicate evaluation,incorrect score input,etc.	5 days
Form Creation	Requests to create a QA form for accounts or LOB's that QAS does not support.	5 days
Increase Audit Frequency	Assistance to increase audit frequency of an identified pro or campaign.	5 days
Missing Evaluations	Requests to address missing evaluations of the Pros or campaign.	5 days
Other Concern/Requests	Any concerns or special requests for QAS to complete.	5 days
Side by Side Evaluation	Special Monitoring of identified Pros which should be done side by side or live.	5 days
Special Evaluation	Special Monitoring of identified Pros. Usually with pros under PIP or Pros being escalated by their clients. This type of evaluations are separated from the Pro's scorecard.	5 days
QA Talk	Requests to conduct QA talk to Trainees. e.g QA Form Walkthrough and Call Listening/Calibration.	5 days
QA Walkthrough	Requests to perform QA form walkthrough.	5 days

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HUMAN RESOURCE

Help Topic/Subject	SLA
Fill rate (discuss with Christine method of measurement)	**95%**
CSR Positions	15 days
Highly specialized jobs (e.g., accounting, medical biller)	30 days
EMPLOYEE DISCIPLINE - upon issuance of NTE	**85%**
NTE without Administrative Hearing (VERBAL WARNING) department decision	10 days
NTE with Administrative Hearing - WRITTEN WARNING	15 days
NTE with Administrative Hearing - TERMINATION	20 days
Timekeeping and payroll compliance accuracy	**98%**
HR Services TAT (ticketing system)	
Certificate of Employment	3 days
SweldoMo HR Request	3 days
Employee movement NPA (from receipt of approved PMR - online HRIS)	3 days
ODTS	
Newsletter	every other month
EE as scheduled (EE calendar)	95%

FACILITIES

Help Topic/Subject	Description	SLA
Housekeeping - Carpet Cleaning		14 days
Housekeeping - Restroom Cleaning		3 hours
Housekeeping - Conference Room Reservation		2 days
Housekeeping - Sanitation		3 hours
Facility Issues - AC Repair		3 days
Facility Issues - CCTV Review		2 days
Facility Issues - Busted Lights Repair		3 days
Facility Issues - Request for Tables and Chairs		1 day
Facility Issues - Request for Locker		1 day

FINANCE

Activity	Sub-Activity	SLA	Timing
Client Invoicing	Uploading of attendance report (WFM)	1 day	D+1
	Invoice draft preparation (Billing)	2 days	D+2
	Invoice draft review and Approval (Operations)	1 day	D+3
	Invoice draft review and Approval (CS)	4 hours after operations approval	D+3
	Invoice draft revision after Operations/CS review (Billing)	6 hours	D+4
	Invoice release to Client	1 day	D+5
Request for Payment	Department Approval	2 days	
	Budget Approval (for unbudgeted)	3 days	
Request for Payment	Processing - Vendors	3 days	
	Processing - Regulatory (BIR, LGU, SSS, PHIC, HDMF)	3 days	
	Processing - CASTL or Travel Per Diem	3 days	
	Processing - Final Pay	3 days	
	Processing - Reimbursement	3 days	
	Processing - Liquidation	3 days	
Treasury Processing	Vendor	30 days or based on credit terms	
	Regulatory (BIR, LGU, SSS, PHIC, HDMF)	due date as prescribed by law	
	CASTL or Travel Per Diem	2 days	
	Final Pay	2 days	
	Reimbursement	2 days	
Financial Reports	Consolidated P&L & Cash Flow	every 10th of the month	
	Revenue Loss - Operations	every 11th of the month	
	Revenue Loss - CS	every 11th of the month	
	P&L (Reliever)	every 11th of the month	
	P&L Per Account	every 15th of the month	
	Budget vs Actual Cost - Per Department	every 15th of the month	
Purchase Request	Department Approval	2 days	
Quotation/Canvassing Request	Recurring	2 days	
	Non-Recurring - Item Purchase	5 days	
	Non-Recurring - Services/Installation/Renovation	3 weeks	
Purchase Order		1 day	
Purchase or Service Delivery	Recurring - with vendor inventory	3 days from PO	
	Recurring - no vendor inventory	1 to 2 weeks from PO	
	Non-Recurring	10 to 45 days	
	Non-Recurring	10 to 45 days	
	Non-Recurring	10 to 45 days	
	Non-Recurring	10 to 45 days	
Shipment Request	Pick up of item upon advise to courier	2 days	
Travel Requests - Local	Department Approval	1 day	
	Ticket Processing	2 days	
	Hotel Accommodation	2 days	