

UNIQUE INTERACTION INC.

Seat Leasing Guide

Unique Interaction Inc.
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Introduction

Company Profile

Unique Interaction was incorporated early January 2006. Its owner, Mr. Beau Charles Rudd decided to build a company that wouldn't only cater to Call Center service needs but for the whole Business Process Outsourcing needs itself. Unique Interaction believes that the best way to be successful in this kind of business is to combine top quality service and more affordable cost for the customers, thus the company's principle was born, "*We offer Unique Solutions*" Unique Interaction focuses on 3 things:

1. Top Quality Service
2. Customer Relations
3. Employee Satisfaction

We believe that employee satisfaction results to customer satisfaction that's why in Unique Interaction, we make sure that all the people inside the company, are well taken cared off, from the highest position to the lowest. We are always pushing in looking for improvements on our services as well as continuously training all our personnel not only for business growth but for their personal growth as well.

Being a small company and having a low overhead gives Unique Interaction the ability to be one of the most competitive and flexible Call Centers in Ortigas. Unique Interaction's pledge to quality service is strengthened by following all the rules of ISO, a rigorous hiring and training program, and complimented by state of the art technology for seamless integration of your standard procedures and our implementation process. Unique Interaction strongly adheres to an error free philosophy by eliminating the guesswork and doing things right the first time, all the time.

Our Vision

To be one of the leaders in the Business Process Outsourcing industry by providing Top Quality service with a very reasonable price and innovating new products and services based on the needs of our customers and market demand. We will constantly strive to meet or exceed our customer needs and expectations on the services that we offer.

Our Mission

As the popularity of Business Process Outsourcing continues to grow at an exponential rate, easy and affordable solutions are becoming a necessity to Businesses. Unique Interaction provides customers with the ability to start, manage and run their operations quickly and cost efficiently without sacrificing quality and productivity. Customers will come to enjoy the unique, upscale, educational, and innovative services that Unique Interaction provides.

Our Approach:

- Eliminating the guesswork, we will do it right the first time, all the time.
- Knowing what our customers need and providing those needs.
- Tailor fitting our services based on our customer's requirements.
- Providing in depth analysis to our customers who want to use our services.
- Constant improvement on our services by continuous study and research.
- Bridging the Gaps with our customers by using our cutting edge Technology and Top quality customer service.

II.FOREWORD

Greetings!

We would like to welcome you to Unique Interaction, we are glad that you chose us to be your partner in the Call Center Industry. Our goal is to make sure that we provide you with top quality service and help you succeed on this venture that you chose. Rest assured that we will always strive to provide you with the best service available and that we will be your partner towards your business growth.

Being a small company gives Unique Interaction the ability to work with you closely and be hands-on on anything that will help you and anything that you need. Consider us as your home town Bank or Convenience store, Reliable and Reachable. Hometown service without the price tag.

Again, Thank you and we look forward to a long and fruitful Business relationship with you. SMILE, you are with Unique.

Sincerely,

Beau Charles Rudd
Corporate Executive Officer

Rommel G. Sarmiento
Chief Operating Officer

III. Getting Started

Welcome! Now that you are ready to start your operations, we just need to run over a few things to make sure that everything is good to go.

1. **Prepayment-** The prepayment should be done at least 1 day before the desired start date of your operations and should be a minimum of 1 month as stated on the contract.
2. **Campaign Schedule and requirements-** A seat leasing requirement form (SLF 00001) will be emailed to you for you to fill out and it should be emailed back to rommel@uniqueinteraction.com and or to beau@uniqueinteraction.com 2 days before starting.
3. **Number of seats required-**A fixed number of seats required should be provided to us at least 3 days before the start of your operations to give us ample time to prepare the stations as well as the necessary invoice for the prepayment.
4. **Agents Name-** A list of the agent's full name is required for us to be able to create their username and password for the Log-In Log-Out system as well as for the user account on our dialer.
5. **Leads-** Any leads that are needed to be loaded on our dialer should be emailed to rommel@uniqueinteraction.com 1 day before calling
6. **Telco-** If you have your own Telco that you want to use, the details should be sent to us 2 days before calling, also, an 800 number is required for your caller ID.

Once everything had been checked and ready, we are good to go. We will make sure that necessary preparations are done on our side.

NOTE:

On the first day of your calling, we would request for your employees to come in at least 1 hour earlier for us to be able to train them on our system.

IV. Request and additions.

If requests are needed to be made,(e.g Additional seats, URL access, Dialer log in etc.) please follow the following procedures, this will help us streamline the process therefore making sure that your requests are met without any difficulties or complications.

1. Request a Seat Leasing Request Form (SLF0002) from the available Unique Interaction Personnel
2. Fill out the form completely and submit it back to any UI Personnel Available at least 1 day before the affectivity date. The form must be signed by both parties and filed for future reference.

3. Seat Leasers are required to have their own copy of the request which is signed by the UI personnel that received it, if in any case that the Seat Leasers don't have it, Unique Interaction will not be held liable in case that the request hasn't been granted.
4. Only the Immediate superior or OIC of the campaigns are allowed to make necessary requests, an agent can be given the privilege to do so provided that he/she has a letter of authorization from his/her OIC.
5. Unique Interaction will not honor any request which were made verbally or requests that didn't follow the procedures that we have.
6. Unique Interaction has the right to deny a request if we feel that it might be harmful or if in any case that we don't have the capability to do so.

Only the following UI personnel are allowed to provide and receive a request form

1. Beau Charles Rudd
2. Rommel Sarmiento
3. Philip Escobar

V.Payment

Since everything is done on a monthly basis, we would require the seat leasers to make sure that payments are made on time, If your 1 month prepayment is almost up and you still want to continue to use our services, the prepayment must be made 1 day before your last day of calling for the month. We will accept cash (Peso or USD) and checks, If the payment method will be wire transfer, the wire transfer must be done 3 working days before your last day of calling. If in any case that the payment hasn't been made Unique Interaction has the right to stop the company from calling until the time that all required payments are made.

Cash Php- The exchange rate will depend on the rate that our bank will provide

Cash USD- We accept any denomination

Check- The check should be payable to Unique Interaction Inc.

Wire Transfer:

Here is our wiring detail.

Bank Name: Union Bank

Account Name: Unique Interaction Asia, Inc.

Account Number: 13059-0002122

Bank Address: UBP Plaza, Ortigas Center, Pasig City, Philippines

Routing Number: UBPHPHMM

An invoice for the next payment will be provided to you 4 days before your due date. Only the following persons are allowed to receive your payment.

1. Beau Charles Rudd
2. Rommel Sarmiento
3. Jean Miralles

VI. Rules and Regulations.

1. Seat leasers must Log in when they enter the premises, log out on their break, log in after, and log out before leaving.
2. Cell phones are strictly prohibited inside the operations area.
3. Foods are strictly prohibited on the operations area; Drinks are fine as long as it is in a spill proof container.
4. Unique Interaction has the right to deny entry to those employees that are under the influence of alcohol or prohibited drugs.
5. Visitors can only stay on the reception area, unauthorized persons are not allowed inside the operations area.
6. Downloading, unauthorized installation and modification of the computers on the workstations are strictly prohibited.
7. Agents are not allowed to change and or switch the headsets or the dial pads, UI reserves the right to charge the seat leasers for any damage on the workstations that they are using. An IT personnel will routinely check the workstations to make sure that everything remains the way it is.
8. The operations area is an **English Only Zone**, please be considerate to the other companies.
9. Unnecessary Chit Chats or noises should be avoided when inside the operations area.
10. During after meals, please be considerate enough to clean up your own mess.
11. Observe proper use of the Comfort rooms.

Please understand these rules are put in place to help your company start of and grow in with the Philippines.

VII. Documents and Forms.

1. SLF0001- Seat Leasing Requirement Form
2. SLF0002- Seat Leasing Request form
3. UIM0001-Memorandums