

# Infoline operations stand tall, sturdy



**TEAM EFFORT:** The ever alert sentinels of Infoline call centre.

**MUSCAT:** Unbeaten seven successful years and Infoline still remains the chosen organisation providing Contact Centre and Business Process Outsourcing services to most of the premiere organisations across all verticals in Oman.

With a passion to excel and achieve "Customer Delight" through a flawless performance has always been the motive of every Infoline team member. Infoline's endurance came to light once again during the recent national emergency due to the Tropical Cyclone Phet.

With country declaring a nationwide alert, the business sector of Oman shut down for two days with most of the companies being closed.

However a few organisations like Infoline strived to continue with the normal call centre operations against all the odds and disabilities caused by the natural calamities.

"We were a selected team of only 12 agents for the Omantel 1318 process who worked for a continuous stretch of 36 hours with barely a total rest time of two to four hours," said Khamis Al Balushi, manager, call centre operations, Infoline.

"More than 50,000 calls poured in through the span of two days and the inquiries were predominantly from panicking callers ranging from electrical emergencies, police emergencies to rescue team inquiries.

"We also took a step ahead and ensured coordinating with Royal Oman Police, TV and radio depart-

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ments. Walls and area coordinators and National Civil defense for quick actions on behalf of our panic callers," he further added.

Infoline call centre ensured uninterrupted operations of some of our key process like Omantel 1318, OIFC, ITA and Injaz during the recent impacts of the tropical cyclone Phet, when the to and fro moment from KOM was impossible due to the heavy rains." said Sameer Gupta, executive vice-president, Infoline.

"I would like to dedicate this achievement to the fortitude and the hard work of our employees," he further added.