

**INTERNSHIP REPORT ON
EXPERT CALLER'S PRIVATE LIMITED**

SUBMITTED BY

SWATI NAIK

4AL21BA098



VISVESWARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI

In partial fulfillment of the requirements for the award of the degree of

MARSTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE

MR. GURUPRASAD PAI

ASSISTANT PROFESSOR

EXTERNAL GUIDE

MR. AMARNATH

HR MANAGER



PG DEPARTMENT OF BUSINESS ADMINISTRATION

ALVAS INSTITUTE OF ENGINEERING AND TECHNOLOGY

SHOBHAVANA CAMPUS MIJAR, MOODBIDRI 2022-23



Date: 21st November, 2022

TO WHOMSOEVER IT MAY CONCERN

Sub: Certificate of Internship

This is to certify that **Ms Swati Naik** student of **Alvas Institute of Engineering and Technology, Mijar**, has successfully completed her internship at "**ExpertCallers Solutions Private Limited (ECPL)**" from **20th October, 2022 to 20th November, 2022**.

During the period of her internship programme with us she was found punctual, hardworking and inquisitive.

We wish her all the best in her future endeavours.

ExpertCallers Solutions Pvt Ltd.,

Hemanth Bhaskar
Human Resources Manager

Expertcallers Solutions Pvt Ltd

A Flatworld Solutions Enterprise



ALVA'S INSTITUTE OF ENGINEERING & TECHNOLOGY

(A Unit of Alva's Education Foundation @ Moodbidri)

Affiliated to Visvesvaraya Technological University, Belagavi

Approved by AICTE, New Delhi & Recognised by Government of Karnataka

Accredited by NBA (CSE & ECE)

DATE: 30/01/2023

CERTIFICATE

This is to certify that **SWATI NAIK** bearing USN **4AL21BA098**, is a bonafide student of Master of Business Administration program of the Institute (2021-23) affiliated to Visvesvaraya Technological University, Belagavi.

The Internship report on "**EXPERT CALLERS PRIVATE LTD., BANGALORE**" is prepared by her under the guidance of **Mr. Guruprasad Pai**, Assistant Professor, PG Department of Business Administration in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.


Mr. Guruprasad Pai
Internal Guide


Mrs. Priya Sequeira


Dr. Peter Fernandes
Principal
Alva's Institute of Engg. & Technology,
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EXECUTIVE SUMMARY:

The main objective or purpose of the study is to know company in more depth. How the company is doing its services, excellent customer service, resolve customer queries, and increase customer satisfaction. To achieve this goal, call centers use various distribution and selling processes, pros and cons of the selected company. This company was founded on 2005 by Mr. Antony Gregory

This report shows clear picture of the company. This executive summary is short detailed information about the whole report of the company. At the beginning I have gathered information of establishment of call center services, how the call center plays a major role in India. And next coming to the chapter 1 company profile of Ashok Leyland which includes history of the selected company how it got started, regarding organization profile of the company, what are its vision, mission, quality policies, work flow model of the company, product profile that what are products are there in the automobile sector, ownership pattern which shows the share holding pattern of the company, achievements that company have made and what is the future of the company in the automobile sector all these information's are collected through secondary sources.

Later I have collected information regarding the porter's 5 force model who it is implemented in the company, McKinsey's 7s model of the company. SWOT analysis of the company that is what the strength, weakness, threats and opportunities of the company are in the call center through necessary data available through online. And at the last analysis of financial statements of the company which shows the 5 years financial statement of the company all these are collected through secondary sources.