



CALL CENTER PROPOSAL

Prepare by:



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I. Disclaimer

This proposal prepared by Toll Free Telecom Cambodia. If you have any inquiries regarding this proposal please do not hesitate to contact us directly either at the contact details above or via email to: support@tollfreetc.com.kh and tftc1800it@gmail.com.

The information in this proposal shall not be disclosed outside of Customer and shall not be duplicated, used or disclosed in whole or in part for any purposes other than to evaluate the project.

II. Toll Free Telecom (Cambodia) Overview

TFTC is the first Toll Free service and solution provider in Cambodia.

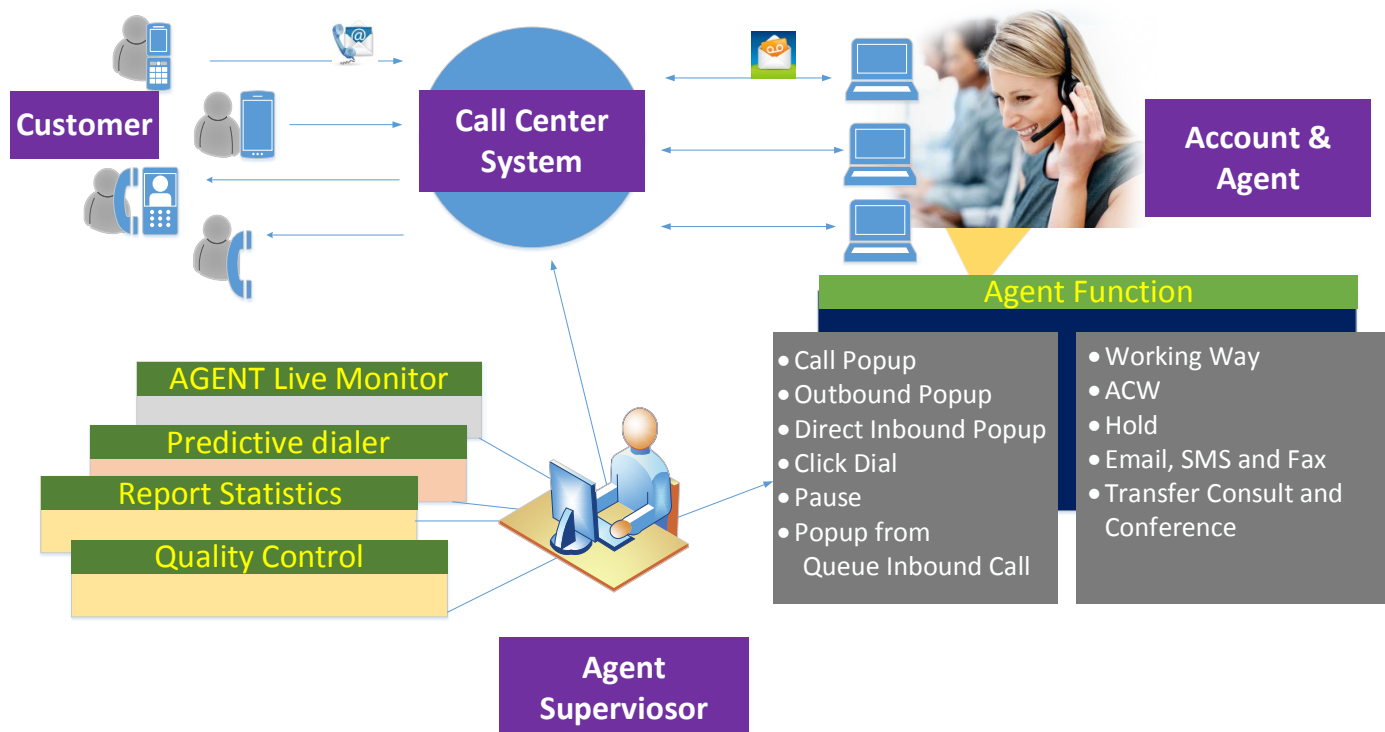
Today we provide businesses with great value-added telecommunication services to enhance our customer professional image, improve their connectivity, create flexibility, and increase efficiency.

We had many customers that their businesses are being processing smooth with our service of Telephone System such as: **Prudential, Manual Life, Kubota, Maybank, Bayer, CoCaCola, KPMG, DKSH, PKMI, Royal Media, AMK, Domina Pizza** etc.

We are partnership with Telephone System Product such **Panasonic, WellGate, CooVox, GrandStream, Xorcom, 3CX, Asterisk**, etc.

III. TFTC Call Center Software

TFTC Call Center Process Diagram





a) System Requirement

i. Software Requirement

TFTC Call Center Software, it is developed and support by AsterCC integrated with Asterisk Free PBX System Kernel, This software can run on Linux Operating System such as CentOS 6, it already bundle with CentOS 6.

ii. Hardware Requirement

- Dell Power Edge: R730 Rack Mount Server
- FXO Gateway 8 Port
- Computer: 5 units

iii. Telephone System Integration

- IP Phone
- PSTN Service by FXO Gateway
- Network and Internet Connection
- Network Switch

b) Feature of Call Center System

TFTC would like to introduce about call Center System Feature in detail as according to current customer need for business need.

i. Account and Permission System

It offers features of account authentication and permission control, enabling multiple-level system structure. For each account, different permission control can be set flexibly.

ii. IP PBX Function

- **Trunk and Trunk Groups**
- **Dial In and Dial Out Trunk**
- **Ring Group**
- **Billing Setting: Setting the rate for user & Team**
- **Account Group**
- **IVR**
- **Conference Room**
- **Call Record and voice Record**
- **Report: CDR, ACD Report**
- **VoIP Telephone Operation**

iii. Office Application

- **Group Sending Message (Email)**
- **Plan and Task: Schedule, Reminder, Working plan**
- **Data Importing: Import Customer Info in detail.**
- **Control of Call Flow: Click to call, Attended Call, Transfer, Conference, Hung Up, Multiparty Call, and Call Spy.**
- **Easy Interface use**



iv. Contact Center

- **Agent and Agent Group Management**
- **Event Notification**
- **Report and Statistic**
- **Real Time Agent Static**
- **Respond the communication queue**
- **Agent Schedule, Agent Score**
- **Can be integrated with SugarCRM**
- **Can be integrated with VtigerCRM**

v. Business Application

- **Customer Service: for inbound call**
- **Campaign: for outbound call**
- **Predictive Dialer: Auto Call**



c) Supervisor Interface

Portal

Personals

AgentCdrs

Voice-mails

Messages

Notices

Statistics

Outbound Details

Inbound Details

Agent Group Details

Outbound

Message

Templates

Send in bulk

Batchcontacts

Batchcontact Sents

Archives

Messages

Notices

Realtime

Agents

Accounts

Usages

System Messages

Live Trunk

Realtime Monitor

Agent Status

Call Status

Portal PBX Advanced Rate Statistics Campaign Call Center Message Log Realtime Work Order Customer Service Customer

Group Login Pause ACW Dial Status Hold Consult CB Conf Trans Msg Map Email/SMS Menu

Campaign

Campaign UseSurvey Pa

Customer_Contact Cu

Agent Working Status

Campaign for Outbound Interface

- Agent can add customer one by one to the existing List, or can import more customer list

New Pending Failed Submit Success Submit

Campaign : Customer_Contact Dialway: Default GetCustomer: Obtain Customer

Add Customer: Add Customer AllowManualPopCustomer:

SearchFiles

Phone1 : Phone2 : Schedule : Start Time End Time

CallResult : Please Sele AnswerNum : Name :

contact : memo : Type : Please Sele

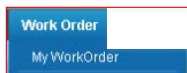
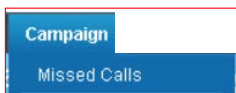
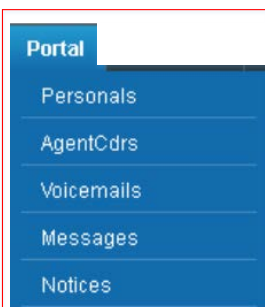
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Customer_Contact New customer lists Not contact

Brand	Name	Phone1	Memo	Flag	Branchadd	Dialsched	Updated
	Jamrus	0811337157	Chimjeaw	Jamrus Chimjeaw		0000-00-00 00:00:00	2016-07-14 08:25
	Atinya	0900741363	Sangsuka	Atinya Sangsuka		0000-00-00 00:00:00	2016-07-14 08:25
	Woravet	0872959454	Kansuwon	Woravet Kansuwon		0000-00-00 00:00:00	2016-07-14 08:25
	Kunsakon	0814770156	Wongprom	Kunsakon Wongprom		0000-00-00 00:00:00	2016-07-14 08:25
	Somjai	0885235365	Wongchanleang	Somjai Wongchanleang		0000-00-00 00:00:00	2016-07-14 08:25
	Aiyakarn	0864096932	Nuanklub	Aiyakarn Nuanklub		0000-00-00 00:00:00	2016-07-14 08:25
	Worarat	0857426331	Pikul	Worarat Pikul		0000-00-00 00:00:00	2016-07-14 08:25



d) Agent Interface



Portal Campaign Work Order Customer Service Knowledge Base Hello TFCC205(205), 2018 July 14 Thursday 09:02:47

TFCall Center

Group Login Pause ACW Dial Status Hold Consult CB Cont Trans Msg Map Email(SMS) Menu

Campaign UseSurvey Pa Customer_Contact C Agent Working Status

New Pending Failed Submit Success Submit Patchanon Borvornwatcharaphiro X

Campaign: Customer_Contact Dialway: Default GetCustomer: Obtain Customer

Add Customer: Add Customer AllowManualPopCustomer:

SearchFiles

Phone1: Phone2: Schedule: Start Time End Time

CallResult: Please Sele AnswerNum: Name: Type: Please Sele

contact: memo: Updated: Start Time End Time Created: Start Time End Time Reset Search

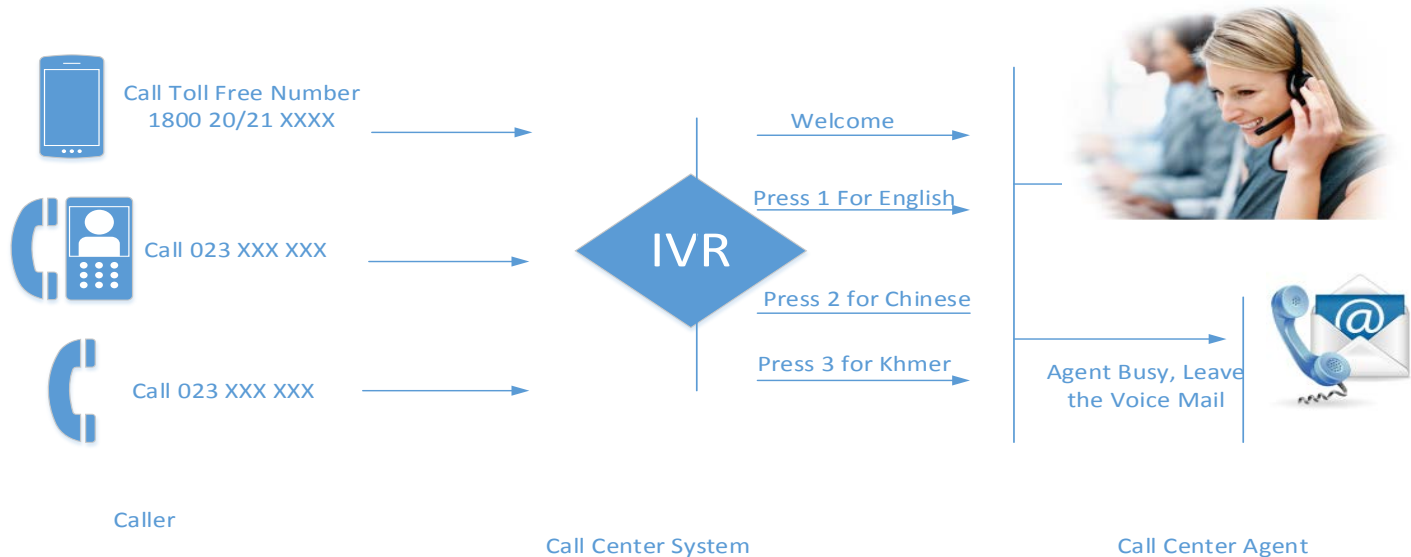
Customer_Contact New customer lists Not contact

Brand	Name	Phone1	Memo	Flag	Branchadd	Dialsched	
	Patchanon Borvornwa...					0000-00-00 00:00:00	2i
	supakit	0993210567	madam	supakit madam		0000-00-00 00:00:00	2i
	Titipong	0943535367	Sridee	Titipong Sridee		0000-00-00 00:00:00	2i
	Verachai	0887278898	Veerapipat	Verachai Veerapipat		0000-00-00 00:00:00	2i
	Chanipa	0805559306	Luengaram(Before zbk/aa02078)	Chanipa Luengaram		0000-00-00 00:00:00	2i
	Werapong	0852167851	Lhamachon	Werapong Lhamachon		0000-00-00 00:00:00	2i
	Sittipun	0802344641	Krajokliem	Sittipun Krajokliem		0000-00-00 00:00:00	2i

TFTeam dialoutinterfaces Knowledge Base Missed Calls Voicemails

e) Inbound Call

Customer info will display by pop up interface on the Agent Interface for all incoming call from Customer. Caller call to Toll Free Number, or 023 XXX XXX, The call Center will play the IVR announcement welcome and instruction with Language Choice (etc), and transfer the call to the Agent. However, some agent are busy, so customer may receive the instruction from IVR to leave the Voice Mail,



- Interactive Voice Response (IVR)
- Automatic Call Distribution (ACD)
- Skill Based Routing
- Inbound Call POP Up

- Most idle agent based routing)
- Real time Supervision
- Agent Call Intervention
- Call Back Schedule & conferencing.

The Agent Receive the call, with the screen bellow, all customer info are display automatically



The screenshot shows the TFCall Center Agent Interface. The top bar includes navigation tabs: Portal, Campaign, Work Order, Customer Service, and Knowledge Base. The main interface displays customer information for a call from 'Customer_Contact'. The information is organized into sections: 'Name: Sengthay', 'Memo: Caller Display', 'Department: unknown', 'Contact: 85561777587', 'Type: other', 'Position: IT Supervisor', 'Phone1: 061777587', 'Phone2: 855972223197', 'Fax1: Doubleclick to edit', 'Headquarters: Sovanna', 'Branchaddress: Doubleclick to edit', 'Brand: Doubleclick to edit', and 'Businessscope: Doubleclick to edit'. A 'Call Details' pop-up window is visible on the right, showing 'Project Name: Customer_Contact', 'DID: 209584', 'Customer Number: 061777587', 'resskillid: TFTeam', 'System WaitTime: 0(S)', 'Queue WaitTime:', and 'Language Name:'. The bottom status bar shows 'Status: 1 New' and 'CallResult: 1 Not contact'.

f) Outbound Call

Call Center Agent can call to customer from the list in a campaign that was assigned by the supervisor.
The predictive dialer integrated all outbound processes (Telemarketing, Sales, Surveys, and Collection etc.)

Manual Dialing



- Waiting for Dial Tone
- Dial Number
- Busy Signal
- No Answer
- Answering Machine
- Other
- Actual Talk Time

VS

Predictive Dialing



- Waiting for Call
- Actual Talk Time

15 Minutes Talk Time | 45 Minutes Dead Time

48 Minutes Talk Time | 12 Minutes Dead Time

FEATURES

- Manual, Progressive & Predictive Dialing
- Outbound ACD
- Longest idle agent based routing
- Call Back Scheduling
- Multiple Campaign management
- Multiple dialing modes
- Agent inter dialing support
- Call forward and Three way conferencing
- DNC List management
- Agent Call Intervention
- Real Time Supervision
- Music on Hold
- Call Transfer
- Call Retrieval

New
Pending
Failed Submit
Success Submit
Sengthay X

Campaign: Customer_Contact
The Number Attribution: Unknown

This Customer Log (ID:7509)
[Immediately Refresh](#)

Name: Sengthay
Contact: 85561777587
Phone1: 061777587

Memo: Caller Display
Type: other
Resentative: IT

Department: unknown
Position: IT Supervisor
Preferences: Doubleclick to edit

Email: sengthay@tollfreetc.com.kh

Phone2: 855972223197
Fax1: Doubleclick to edit

Headquartersa Sovanna
Branchaddress Doubleclick to edit

Brand: Doubleclick to edit
Businessscope Doubleclick to edit

Address1: Doubleclick to edit

Registeredcapi Doubleclick to edit

Employees: Doubleclick to edit

Flag: Doubleclick to edit

AGENT CDR Report: Agent can see the call log, and able to listen the voice record from CDR.

Voice Mail Report: Agent can check how many voice mail from customer

Customer Status Report: Agent can see which customer had been contacted, by status.

Real Time Status

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IV. Technical Support Package

Support package is charged annually in advance for each period. By default, Basic Support Package included in quotation.

Description	Basic	Business	Premium
Price of package, % from Solution cost, except Professional Services and Customization fees	15%	20%	25%
The maximum response time (incident with 1st priority)	4 hours	1 hour	30 min
The maximum response time (2-4 priority)	8 hours	4 hours	2 hours
Time of provision	8 am – 6pm (Monday– Friday)	8 am – 6pm (Monday – Sunday)	24x7
Unlimited incidents	+	+	+
Consultation on functionality	+	+	+
Consultation on installing and configuring	+	+	+
Consultation on customization	+	+	+
Identification of defects in the software And transfer them to be eliminated	+	+	+
New versions and critical patches updates	+	+	+
Remote support	+	+	+
Priorities management	+	+	+

Toll Free Telecom Cambodia Co., Ltd.
IT Department
THUOK Sengthay