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 of disclosed in whole or in part for any purposes other than to evaluate the project.

II. Toll Free Telecom (Cambodia) Overview

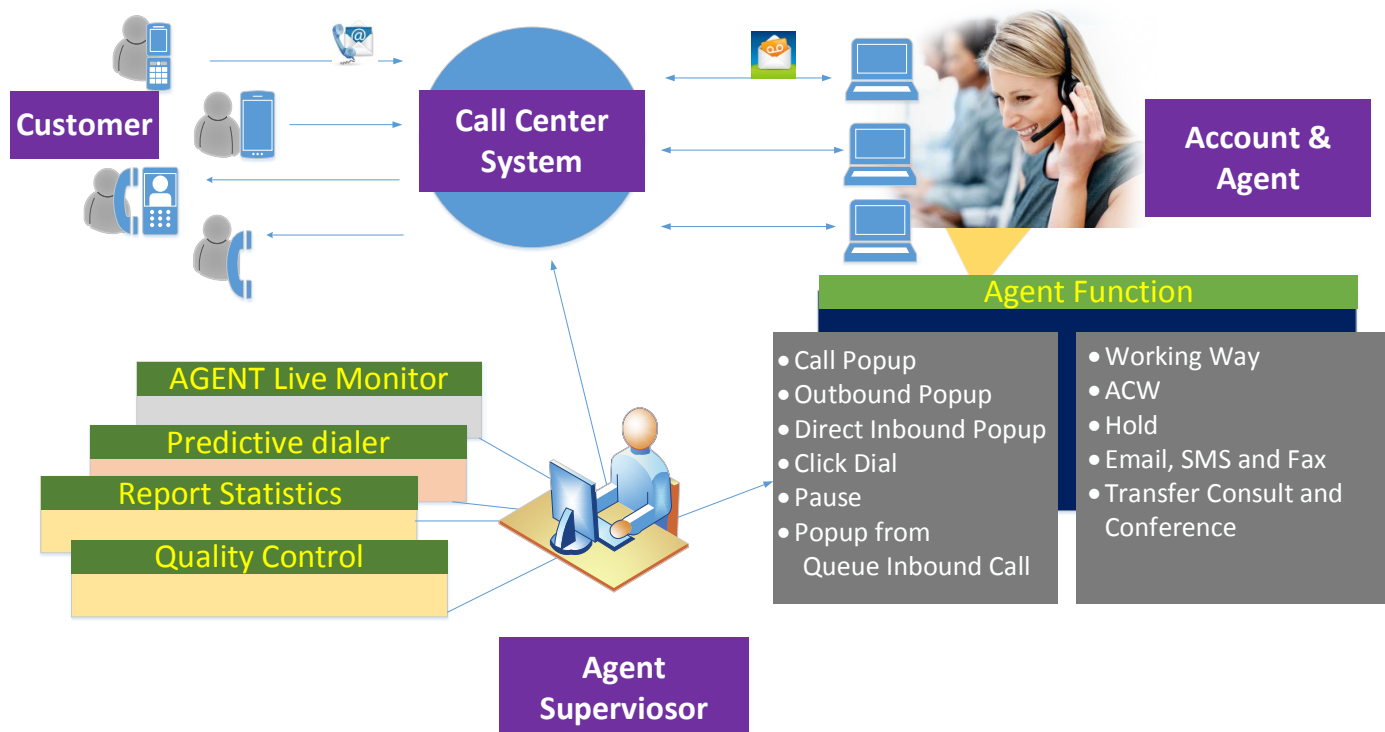TFTC is the first Toll Free service and solution provider in Cambodia.
Today we provide businesses with great value-added telecommunication services to enhance our customer professional image, improve their connectivity, create flexibility, and increase efficiency.
We had many customers that their businesses 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

Customer

Call Center System

Account & Agent

Agent Function

AGENT Live Monitor

Predictive dialer

Report Statistics

Quality Control

- Call Popup
- Outbound Popup
- Direct Inbound Popup
- Click Dial
- Pause
- Popup from Queue Inbound Call

- Working Way
- ACW
- Hold
- Email, SMS and Fax
- Transfer Consult and Conference

Agent Superviosor

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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

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

iii. Telephone System Integration

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

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

d) Agent Interface

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,

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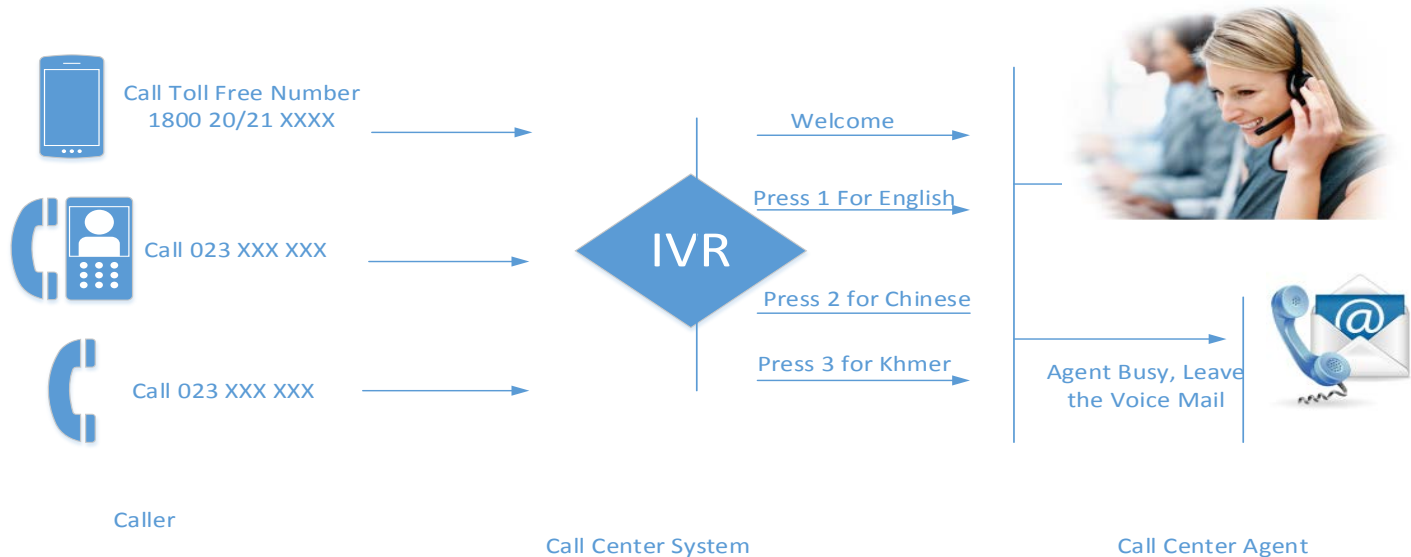
- Interactive Voice Response (IVR)
- Automatic Call Distribution (ACD)
- Skill Based Routing
- Inbound Call POP Up

- 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

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 ✕

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   **Website:** www.tollfreetc.com.kh

Headquartersa Sovanna   **Branchaddress** Doubleclick to edit   **Address1:** Doubleclick to edit

                                                              Registeredcapi Doubleclick to edit

Brand: Doubleclick to edit **Businessscope** Doubleclick to edit   **Employees:** Doubleclick to edit

                                                              Flag: Doubleclick to edit

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g) Report

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

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