

2. COMMERCIAL PROPOSAL

2.1 FINANCIAL SUMMARY

This commercial Offer in USD to ITACO shall be kept confidential

ITACO Contact Centre (Jan. 18th, 2016)	QTY	Total Price (USD)	Disc.	USD	Total Price to ITACO
SERVICES					
Agent Script implementation with the new layout & information bars	213	34,500	SP	16,100	18,400
Adding Application Integration for (Dialing, Linking Assistance to a call, Pushing Call & Email interaction information & Voice Recording link to Adding)					
Email Campaign setup and configuration					
QA & UAT Assistance					
Roll Out & Support					
IVR UPDATE					
TOTAL Man Days	21				
Credit 2 days from Initial Project					(2,400)
IVR UPDATE - Not Charged					(1,600)
TOTAL (USD)		USD 34,500		USD 16,100	USD 14,400



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