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COMMERCIAL OFFER # 2021-000735

FROM: **KOIR FLEX MMC**

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DATE: 12.10.2021

TO: **YENI HAYAT**

RECEIVER: ALI SHAHVELEDOV
PROJECT: Contact Center
VALID TILL: 12.11.2021

Product	Modules and Description	Price (AZN)
3CX Phone System Professional 16SC (annual)	The core IP PBX which manages inbound and outbound calls, queue management, agent softphones. Simultaneously 16 calls.	**1,525**
3CX Server / clients Installation and configuration	3CX installation and configuration	**305**
FLEX IVR SYSTEM	The system provides a single platform for automated voice and multimedia, self-service, and Interactive Voice Response (IVR) static and dynamic applications.	**1,500**
CTI Desktop	Answer call, Hold, Transfer call Aux (break) codes Outbound mode Agent own reports Calling lists, Black Lists Abandoned Calls management Contact management Customer satisfaction survey	**2,300**
Reporting system	Generations of detailed real-time and historical reports of agent performance, queue performance, survey reports and so on. Possibility to export to Excel and PDF	**2,100**
CRM + Ticketing system	Display customer details upon calls. Complaint manager. Database integrations. Possibility to choose call topics. Send SMS functions	**2,100**

Total	AZN, ₼	**9,830**
VAT	18%	**1,769.4**
Grand total	AZN, ₼	**11,599.4**
Discount	AZN, ₼	**1,715.4**
Final price	AZN, ₼	**9,884**

Payment terms: The customer perform 60% of the prepayment in advance. The rest pays upon project finalized. The final price included installation, deployment, configuration and trainings.

Approxiame project implementation duration: 14 working days.

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