**Overview of Calltech Work**

1. **Calltech Team Set-up with Client**
2. RDP set-up on every employees Desktops.
3. Email setup on Outlook and Teams Configuration.
4. **PBX Creation**
5. Training On Yeastar Central Management Training on How to Create PBX and Extensions for customers.
6. Completed the PBX creation work and Migration
7. Upgradation of SBC PBX (Mitel, Samsung, Alcatel)
8. **Quotation Work for customer**

1. Training on How to Create the quotation for orders
2. Created quotation and submitted to telequip team.
3. **Saas Management Portal**
4. Updated the Details of phones and Routers details (Ip Address, Model number, Firmware etc)
5. **Phones and Router Work**
6. Migrated the HPS Phones.
7. Updated the VPN and Status of HPS phones.
8. Updated the Phones numbers.
9. HPS phones Firmware Upgradation.
10. Updated phones software remotely at customer end.
11. Router Access-List Update- HPS/TQCL
12. HPS Data and Restoration work
13. Backup with VM on Tom4.
14. **Order Processing**
15. Worked on the cancellation of the connection.
16. Updated the new NBN connection, Porting, Broadband connections.
17. Updated the order processing list.
18. **New Crm Work ( AutoTask)**
19. Completed Training on Autotask.
20. Created the Old tickets on Autotask using the raw data of TOM4.
21. Created the Products and uploaded on Autotask.
22. Worked on customer’s equipment’s data for updating on Autotask
23. **Call and Email Monitoring Process**
24. Completed training on How to take the calls, Australian Accents, Voice processes.
25. 400+ inbound calls answered.
26. 100+ emails have been sends to customers to performed troubleshooting from our end.
27. 100+ Service and Sales tickets have been created from our end.