Add-ons : Unavailable

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Description:

​​​​​​​​Contact Center as a Service is the best way to focus on your business without the hassle managing and operating the service. Whether you want to establish a new Contact center for your business or even upgrading the existing contact center capability in line to today multichannel solution it is the time to enjoy the cloud luxury service of operating your contact center with zero IT team involvement and without the financial cost of buying hardware Software license and upgrading etc.

Rapid technology innovation is a double edge sword it can put you in the first line of the competition among your compactor but at the same time it will increase dramatically your IT coast in term of Resources and Facilities which will cause a high operation coast so enjoy the journey in your seat and let our CCaaS drive your business to the maximum performance.

Why?

8 out of ten organization using cloud collaboration in a way or another, so it is not about cloud or not but it is about which cloud

Moving to Norrvik Contact Center as a Service (CCaaS) will help you to focus on your business without worrying about managing and operating the service.

Values of moving to Norrvik CCaaS:​

Pricing & ROI.

Enhance Productivity.

Simplify Management.

Move from CapEx to OpEx.

Fixable Payment Options.​

الوصف:

​مركز الاتصال كخدمة هو أفضل طريقة للتركيز على عملك دون عناء إدارة وتشغيل الخدمة. سواء كنت ترغب في إنشاء مركز اتصال جديد لعملك أو حتى ترقية قدرة مركز الاتصال الحالية بما يتماشى مع الحل متعدد القنوات اليوم، فقد حان الوقت للاستمتاع بالخدمة السحابية الفاخرة لتشغيل مركز الاتصال الخاص بك دون مشاركة فريق تكنولوجيا المعلومات وبدون الحاجة إلى التمويل. تكلفة شراء ترخيص برامج الأجهزة وترقيتها وما إلى ذلك.

الابتكار التكنولوجي السريع هو سيف ذو حدين يمكن أن يضعك في السطر الأول من المنافسة بين الضاغطة الخاصة بك، ولكنه في نفس الوقت سيزيد بشكل كبير من ساحل تكنولوجيا المعلومات الخاص بك من حيث الموارد والمرافق مما سيؤدي إلى ارتفاع ساحل التشغيل، لذا استمتع رحلة في مقعدك ودع CCaaS لدينا يقود عملك إلى أقصى أداء.

لماذا؟

ثمانية من أ​صل عشرة مؤسسات تستخدم التعاون السحابي بطريقة أو بأخرى، لذلك لا يتعلق الأمر بالسحابة أو لا بل يتعلق بالسحابة

سيساعدك الانتقال إلى مركز اتصالاتNorrvik كخدمة (CCaaS) على التركيز على عملك دون القلق بشأن إدارة الخدمة وتشغيلها.

قيم الانتقال إلى Norrvik CCaaS:

التسعير والعائد على الاستثمار.

تعزيز الإنتاجية.

تبسيط الإدارة.

الانتقال من CapEx إلى OpEx.

خيارات الدفع الثابتة.

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Features and benefit:

No lengthy deployment & project management.

No hardware no equipment to maintain.

No unpredictable cost: Pay only for what you use when you use it.

Scalable Solution.

Integration Capability.

Secure Solution.

Availability.

Mobility.

Customizable.

24/7 Support.

الخصائص والمزايا:

لا يوجد نشر مطول وإدارة المشروع.

لا توجد معدات لا تحتاج صيانتها.

عدم وجود تكلفة غير متوقعة: ادفع فقط مقابل ما تستخدمه عند استخدامه.

حل قابل للتطوير.

القدرة على التكامل.

حل آمن.

التوافر.

إمكانية التنقل.

قابل للتخصيص.

دعم 24/7.

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Launch date:

2020

تاريخ اطلاق الخدمة:

2020

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Pre-Requisites : Unavailable

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Product Manger:

Fatimah M. Altherwi

faltherwi@stcs.com.sa

0543703559

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Target Segment:

All segmentation​

الشريحة المستهدفة:

جميع القطاعات​

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Terms & Conditions:

The price offer is valid for 30 days from the date of submission.

The charges stated above have been applied for one-year contract.

The minimum contract term is one year.

In case of service cancellation before contract expiry, remaining yearly charges will be billed.

Downgrade is not applicable, whereas upgrade request will be jointly discussed.

STC will carry out a feasibility study and confirm site availability and readiness after receipt of an official request.

For all STC standard services, STC standard terms & conditions apply.

الشروط و الأحكام:

عرض السعر صالح لمدة 30 يومًا من تاريخ التقديم.

تم تطبيق الرسوم المذكورة أعلاه لعقد مدته سنة واحدة.

الحد الأدنى لمدة العقد سنة واحدة.

في حالة إلغاء الخدمة قبل انتهاء مدة العقد، سيتم احتساب الرسوم السنوية المتبقية.

الرجوع إلى إصدار أقدم غير قابل للتطبيق، بينما ستتم مناقشة طلب الترقية بشكل مشترك.

ستقوم شركة الاتصالات السعودية بإجراء دراسة جدوى وتأكيد توافر الموقع وجاهزيته بعد استلام طلب رسمي.

تطبق الشروط والأحكام القياسية لشركة الاتصالات السعودية على جميع خدمات شركة الاتصالات السعودية القياسية.

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Q & A:

What is Norrvik?

Norrvik is a Cloud based service provider for CCaaS (Contact Center as a Service) Contact Center as a Service is the best way to focus on your business without the hassle managing and operating the service.

How to communicate with the other regions?  
Multi regions and different location will work as they are in one place, and we only need to place our voice gateway in each location to be connected together through the cloud.

What is the Main System Components?

Smart Agent:

Is the next-generation agent and supervisor desktop provides a collaborative experience for the communities that interact with your customer service organization.

It also enhances satisfaction for your customer-care representatives.

A Web Based Application with no need to install any application on the PC or laptop.

Smart Reporting:

tool for all your contact center reporting Real time and historical with much more advance features

Boost your business with business statistics and powerful reporting to stay on top of the competition

Smart Wallboard:

will give you insights about your contact center in real time

Super visor and contact center manager can take a decision of reskilling or guiding agents based on the statistics in the screen​

الأسئلة الشائعة:

ما هو Norrvik؟

Norrvik هو مزود خدمة قائم على السحابة لـ CCaaS (مركز الاتصال كخدمة) مركز الاتصال كخدمة هو أفضل طريقة للتركيز على عملك دون عناء إدارة الخدمة وتشغيلها.

كيف تتواصل مع المناطق الأخرى؟

ستعمل مناطق متعددة وموقع مختلف كما هي في مكان واحد، ونحتاج فقط إلى وضع بوابتنا الصوتية في كل موقع لنتواصل معًا عبر السحابة.

ما هي مكونات النظام الرئيسية؟

الوكيل الذكي:

هو وكيل الجيل التالي والمشرف المكتبي الذي يوفر تجربة تعاونية للمجتمعات التي تتفاعل مع مؤسسة خدمة العملاء الخاصة بك.

كما أنه يعزز رضا ممثلي خدمة العملاء لديك.

تطبيق قائم على الويب دون الحاجة إلى تثبيت أي تطبيق على جهاز الكمبيوتر أو الكمبيوتر المحمول.

التقارير الذكية:

أداة لجميع تقارير مركز الاتصال الخاصة بك في الوقت الحقيقي والتاريخ مع ميزات أكثر تقدمًا

عزز عملك مع إحصاءات الأعمال والتقارير القوية للبقاء في صدارة المنافسة

لوحة الحائط الذكية:

سيعطيك رؤى حول مركز الاتصال الخاص بك في الوقت الحقيقي

يمكن لمدير مركز الاتصال ومدير مركز الاتصال اتخاذ قرار إعادة تشكيل المهارات أو توجيه الوكلاء بناءً على الإحصائيات الموجودة على الشاشة

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Prices:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Packages and add ons | features |  | Annual Price (SAR) | Biannual Price (SAR) | Quarterly Price (SAR) |
| Standard Plan - Setup fees - Fixed (one time payment ) | \*1 Contact center user (Agent / Supervisor) \*IPT extension with ACD functionality \*Contact Center Agent / Supervisor \*Two IVR Ports \*Call Recording (6 Months) \*Contat Center Reporting (one user, 6 Months) \*Silent Monitoring \*Web Application Agent Interface | Plan setup fees | 7,500 | 7,500 | 7,500 |
| Standard Plan - Agent/Supervisor - (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 13,200 | 6,600 | 3,300 |
| Advanced Plan - Setup fees - Fixed (one time payment ) | \*1 Contact center user (Agent / Supervisor) \*IPT extension with ACD functionality \*Contact Center Agent / Supervisor \*Two IVR Ports \*Call Recording (6 Months) \*Contat Center Reporting (one user, 6 Months) \*Wallboard (One session wihtout Screen) \*Eligible for dynamic call tree \*Integrations Capabilities \*Silent Monitoring \*Web Application Agent Interface | Plan setup fees | 12,500 | 12,500 | 12,500 |
| Advanced Plan - Agent/Supervisor - (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 15,600 | 7,800 | 3,900 |
| Enterprise Plan - Fixed (one time payment ) | \*1 Contact center user (Agent / Supervisor) \*IPT extension with ACD functionality \*Contact Center Agent / Supervisor \*Two IVR Ports \*Call Recording (6 Months) \*Contat Center \*Reporting (one user, 6 Months) \*Wallboard (One session wihtout Screen) \*Eligible for dynamic call tree \*Auto Dialer (Two Dialer Ports) \*Integrations Capabilities \*Ticketing System \*Post Call Survey (Customer Feedback) \*Web Application Agent Interface | Plan setup fees | 17,500 | 17,500 | 17,500 |
| Enterprise Plan - Agent/Supervisor - (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 18,000 | 9,000 | 4,500 |
| Add-ons | features |  | Annual Price (SAR) | Biannual Price (SAR) | Quarterly Price (SAR) |
| Extra IVR Port - (Annual - Quartely - Biannual) | For more calls accessibility to have more calls in queue and more self services. | per IVR port | 5,400 | 2,700 | 1,350 |
| Wallboard Main Session - (Annual - Quartely - Biannual) | ​ | per wallboard session | 9,600 | 4,800 | 2,400 |
| Site Voice Gateway Subscription -  (Annual - Quartely - Biannual) | Site Voice Gateway Subscription including the configuration | per voice gateway | 12,000 | 6,000 | 3,000 |
| Wallboard Extra Session -  (Annual - Quartely - Biannual) | ​ | per wallboard session | 1,200 | 600 | 300 |
| Extra Reporting User -  (Annual - Quartely - Biannual) | ​ | per reporting user | 2,400 | 1,200 | 600 |
| Extra Static Call Tree - Fixed (one time payment ) | ​ | per call tree | 5,000 | ​ | ​ |
| Call Tree Customization - Fixed (one time payment) | Call Tree Customization for static call tree | per call tree | 4,000 | ​ | ​ |
| Wallboard Customization - Fixed (one time payment) | ​ | per wallboard customization | 3,000 | ​ | ​ |
| Reporting Customization - Fixed (one time payment) | Reporting Customization up to 3 Reports | Per Customized Reports (up tp 3) | 4,000 | ​ | ​ |
| New Gadget Integration - Fixed (one time payment) | Develop a new gadget | per gadget | 8,000 | ​ | ​ |
| Post Call Survey (Customer Feedback) -  (Annual - Quartely - Biannual) | ​ | Per Call Tree | 7,200 | 3,600 | 1,800 |
| Gadget Customization - Fixed (one time payment) | ​ | per gadget | 3,000 | ​ | ​ |
| IVR Self Service - Fixed (one time payment) | IVR Self Service (Not eligible for Standard Plan) | per self service | 8,000 | ​ | ​ |
| Standard Agent -  (Annual - Quartely - Biannual) | Additional Standard Agent | Per Agent / Supervisor | 13,200 | 6,600 | 3,300 |
| Advanced Agent -  (Annual - Quartely - Biannual) | Extra Advanced Agent | Per Agent / Supervisor | 15,600 | 7,800 | 3,900 |
| Enterprise Agent -  (Annual - Quartely - Biannual) | Extra Enterprise Agent | Per Agent / Supervisor | 18,000 | 9,000 | 4,500 |
| Standard Bundle 20 Agents -  (Annual - Quartely - Biannual) | ​ | Per Bundle | 216,000 | 108,000 | 54,000 |
| Advanced Bundle 20 Agents -  (Annual - Quartely - Biannual) | ​ | Per Bundle | 264,000 | 132,000 | 66,000 |
| Enterprise Bundle 20 Agents -  (Annual - Quartely - Biannual) | ​ | Per Bundle | 312,000 | 156,000 | 78,000 |
| Contact Center Standard Seat -  (Annual - Quartely - Biannual) | Contact Center Standard Seat (Maximum 3 agents per seat) | Per Seat | 22,800 | 11,400 | 5,700 |
| Contact Center Advanced Seat -  (Annual - Quartely - Biannual) | Contact Center Advanced Seat (Maximum 3 agents per seat) | Per Seat | 27,600 | 13,800 | 6,900 |
| Contact Center Enterprise Seat -  (Annual - Quartely - Biannual) | Contact Center Enterprise Seat (Maximum 3 agents per seat) | Per Seat | 32,400 | 16,200 | 8,100 |
| Automated Outbound -  (Annual - Quartely - Biannual) | ​ | Per Two Dialer Port | 4,800 | 2,400 | 1,200 |
| MultiChannel -  (Annual - Quartely - Biannual) | Email Option | Plan price | 1,800 | 900 | 450 |
| Call Back Gadget -  (Annual - Quartely - Biannual) | ​ | Plan price | 6,000 | 3,000 | 1,500 |
| Web Call Back - Fixed (one time payment) | ​ | Per Web Call Back | 5,000 | ​ | ​ |
| Quality Management (QM) -  (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 2,400 | 1,200 | 600 |
| Recording module on VG -  (Annual - Quartely - Biannual) | ​ | Per Voice Gateway | 3,600 | 1,800 | 900 |
| Screen Recording -  (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 1,200 | 600 | 300 |
| Agent of The Month -  (Annual - Quartely - Biannual) | ​ | Plan price | 4,800 | 2,400 | 1,200 |
| Prompts Recording - Fixed (one time payment) | Prompts Recording up to 500 words | Per Prompts Recording | 10,000 | ​ | ​ |
| Video Call Center Agent -  (Annual - Quartely - Biannual) | Upgrade subscribed agent to video call center Agent | Per Agent / Supervisor | 3,600 | 1,800 | 900 |
| Dialer Service For Mobile/Web App -  (Annual - Quartely - Biannual) | ​ | Per Concurrent Session | 3,600 | 1,800 | 900 |
| Kiosk Device - Fixed (one time payment ) | ​ | Per Kiosk | 32,000 | ​ | ​ |
| WSH/OM -  (Annual - Quartely - Biannual) | Change working hours and occasion announcement | Plan price | 4,800 | 2,400 | 1,200 |
| Custom Service -  (Annual - Quartely - Biannual) | ​ | Per Custom Service | 1,200 | 600 | 300 |
| Extra Service - Fixed (one time payment ) | ​ | Per Extra Service | 5,000 | ​ | ​ |
| Ticketing System -  (Annual - Quartely - Biannual) | ​ | Per Ticketing System User | 3,600 | 1,800 | 900 |
| Precision Routing -  (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 1,200 | 600 | 300 |
| IPT Extension -  (Annual - Quartely - Biannual) | IPT Extension with IP Phone 7841 | Per IP Phone | 2,100 | 1,050 | 525 |
| Voice Mail -  (Annual - Quartely - Biannual) | ​ | Per Extension | 600 | 300 | 150 |
| IP Fax Channel -  (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 2,400 | 1,200 | 600 |
| FXO Module - Fixed (one time payment ) | FXO Module 4 ports including configuration | Per FXO Module | 4,000 | ​ | ​ |
| Headset - Fixed (one time payment ) | ​ | Per Headset | 800 | ​ | ​ |
| To/From PBX Trunk -  (Annual - Quartely - Biannual) | ​ | Plan price | 1,800 | 900 | 450 |
| SMS Gateway Integration - Fixed (one time payment ) | ​ | Per SMS Gateway | 4,000 | ​ | ​ |
| SMS Bundle 10,000 SMS - Fixed (one time payment ) | ​ | Per Bulk | 1,250 | ​ | ​ |
| SMS Bundle 100,000 SMS - Fixed (one time payment ) | ​ | Per Bulk | 11,000 | ​ | ​ |
| Outsource Local Agent -  (Annual - Quartely - Biannual) | ​ | Per Outsource Agent | 96,000 | 48,000 | 24,000 |
| Outsource Local Supervisor - (Annual - Quartely - Biannual) | ​ | Per Outsource Supervisor | 126,000 | 63,000 | 31,500 |
| Outsource International Agent -  (Annual - Quartely - Biannual) | ​ | Per Outsource Agent | 60,000 | 60,000 | 15,000 |
| Outsource International Supervisor -  (Annual - Quartely - Biannual) | ​ | Per Outsource Supervisor | 84,000 | 42,00 | 21,000 |
| Work Force Management (WFM) -  (Annual - Quartely - Biannual) | ​ | Per Agent / Supervisor | 3,000 | 1,500 | 750 |
| Big Data Feed -  (Annual - Quartely - Biannual) | ​ | Plan price | 6,000 | 3,000 | 1,500 |
| Calls Archiving -  (Annual - Quartely - Biannual) | Calls Archiving. This is archiving services only and customer should provide the VM to archive the calls | Plan price | 1,800 | 900 | 450 |
| Data Reports Backup -  (Annual - Quartely - Biannual) | Data Reports Backup per plan (max 50 agent) | Plan price | 9,600 | 4,800 | 2,400 |
| Non Working Hours Calls Gadget -  (Annual - Quartely - Biannual) | ​ | Plan price | 12,000 | 6,000 | 3,000 |
| Standard To Advanced Upgrade - Fixed (one time payment ) | Service Plan Upgrade | Plan setup fees | 5,000 | ​ | ​ |
| Advanced To Enterprise Upgrade - Fixed (one time payment ) | Service Plan Upgrade | Plan setup fees | 5,000 | ​ | ​ |

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