**SCOPE OF WORK**

1. How many calls do you receive daily/ monthly?

A: ………………………………………………………………………………………………………………………………………

2. Who will be receiving the instant SMS and email notifications and what are their details?

A: ………………………………………………………………………………………………………………………………………

A: ………………………………………………………………………………………………………………………………………

A: ………………………………………………………………………………………………………………………………………

3. Is there more than one person who will be receiving the notifications (the same messages)?

A: ………………………………………………………………………………………………………………………………………

A: ………………………………………………………………………………………………………………………………………

4. Will you require department-specific emails, that is, will different department managers require notifications only relevant to their departments (email and SMS integration)?

A: ………………………………………………………………………………………………………………………………………

A: ………………………………………………………………………………………………………………………………………

A: ………………………………………………………………………………………………………………………………………

5. Is there any information you require our agents to access from your system in order to provide your clients with real-time information (system integration)? (Yes/No)

1. Google Sheet/Booking Slot (Yes/ No)
2. CRM integration (Yes/ No)

6. What is the anticipated handling time of your calls?

A: ………………………………………………………………………………………………………………………………………

7.  Would you like to utilize our outbound call services? If yes, for which of the following purposes would you like to utilize the outbound call services for (Please select)

1. Conducting a survey (Yes/ No)
2. Conducting confirmation calls (Yes/ No)
3. Qualifying leads (Yes/ No)
4. Calling your staff in case of an emergency (Yes/ No)
5. Other/please specify. (Yes/No)

**NB: We do not conduct sales calls**

8. What is the average handling time for the outbound calls?

A: ………………………………………………………………………………………………………………………………………

9. What languages are spoken by the majority of your clients?

A: ………………………………………………………………………………………………………………………………………

10. Would you like for your calls to be recorded? (All recordings are transcribed in English so that you can understand every interaction as different languages will be used)

A: ………………………………………………………………………………………………………………………………………

11.  At what time do you receive the most calls (peak hours)?

A: ………………………………………………………………………………………………………………………………………

12. What are your operating days and hours?

A: ………………………………………………………………………………………………………………………………………

13. Do you require call forwarding services for instance, when you want experts from your company to respond to technical queries?

A: ………………………………………………………………………………………………………………………………………

14. Is Callix going to handle all the calls or only those not picked up by your team? Are calls to be forwarded from your existing numbers or will you advertise the Callix number so that clients can call our agents directly?

A: ………………………………………………………………………………………………………………………………………

15. How many FAQs will you be submitting to us?

A: ………………………………………………………………………………………………………………………………………