



GCall Vietnam

THE CALL CENTER THAT WORKS

Who we are?

- ▶ GCall Vietnam is a Tech Start-up that established in September 2015 in Singapore.
- ▶ Seed-round invested from Telstra Corporation - the leading telecommunication corporation in the world.
- ▶ GCall Vietnam provides an innovative solution to create a Call Center for enterprises.
- ▶ GCall is honor to be a strategic partner of many technology corporations e.g. Twilio, IBM Vietnam, Microsoft Vietnam...
- ▶ Our R&D Lab is located in Ho Chi Minh city, Vietnam.

What we do?

- ▶ GCALL provides the infrastructure, software of web-based and mobile-based Call Center that helps our Customer:
 - ▶ Optimize the cost on setting up Call Center software.
 - ▶ Easy and friendly User Interface for Managers to handle the systems.
 - ▶ Provide your Customer Service in Real-Time.
 - ▶ Build stronger Relationship with your customers.
 - ▶ Routing and Calling on groups to cut the wasted time and resources.

Why we do?

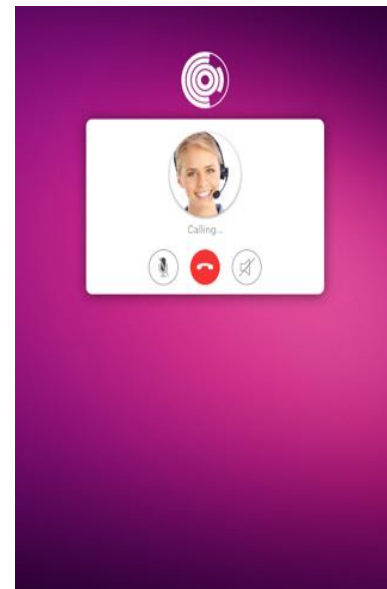
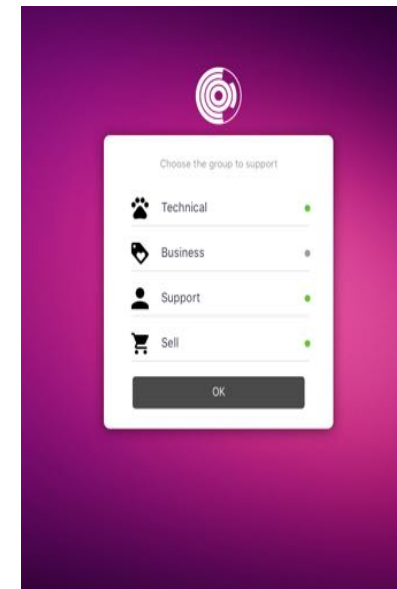
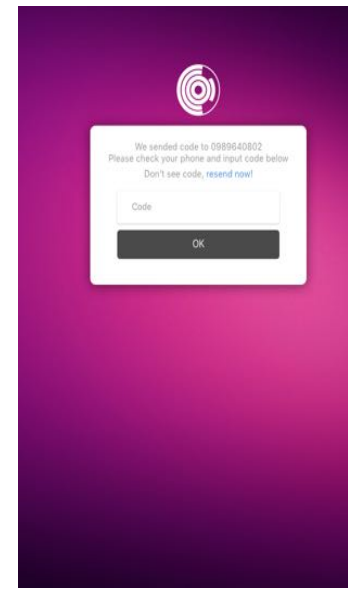
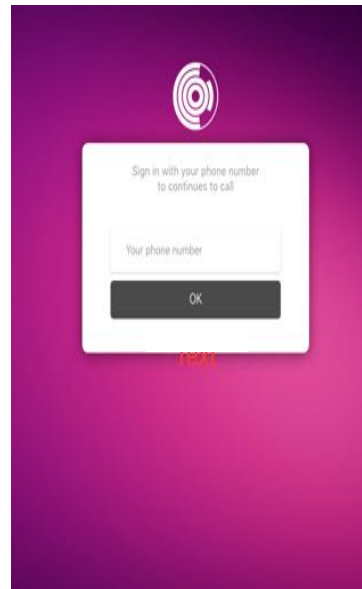
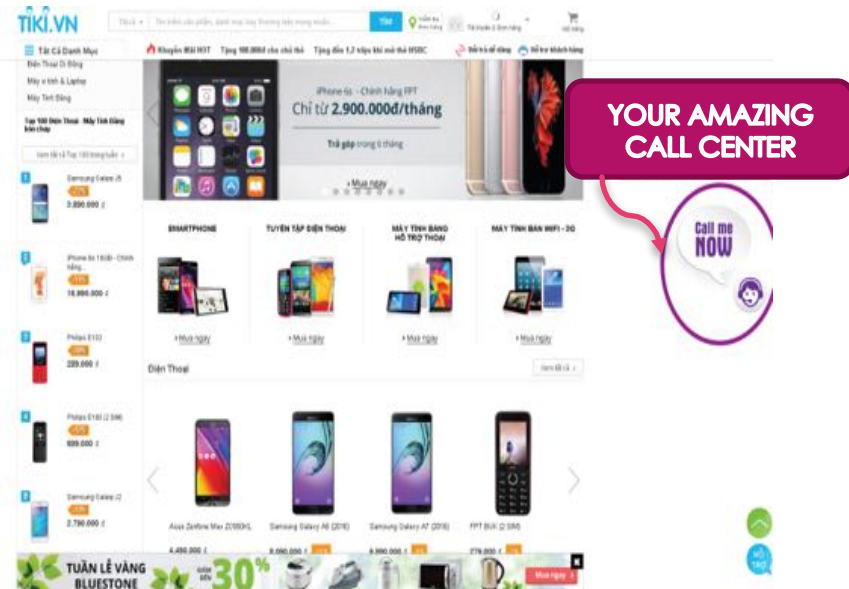
- ▶ TO CHANGE THE WAY THAT THE WORLD USES CALL CENTER SOFTWARES

	TRADITION CALL CENTER SOFTWARE	GCALL – CALL CENTER SOFTWARE
Initial Set-up Fee	Extremely Expensive	Reasonable
Hardware Systems	Must-have and Costly	Not Need
Monthly Payment	Expensive	Economical
Adding Agents	Cost per Agent	Free
Cost per Minutes	~2.000vnd (Vietnam)	~300vnd (Global)

What YOU get?

Click-to-Call

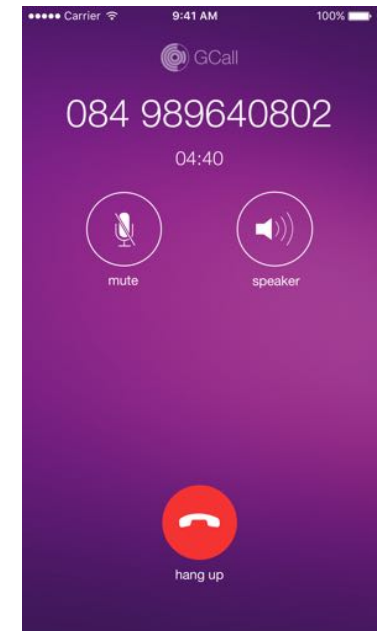
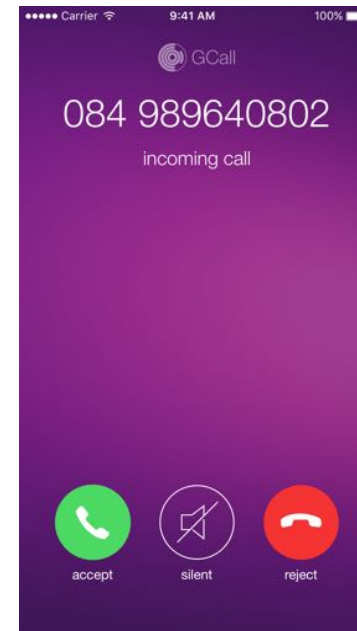
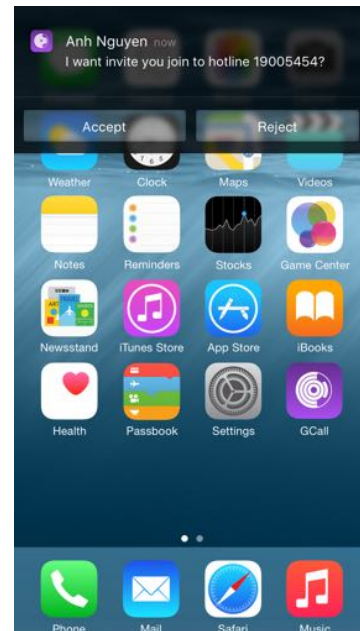
- ▶ Allow customers to click on a Call Button on webpage and receive a call which connects them to your call center. Make it easy for customers to contact you.



What YOU get?

Mobile Customer Care

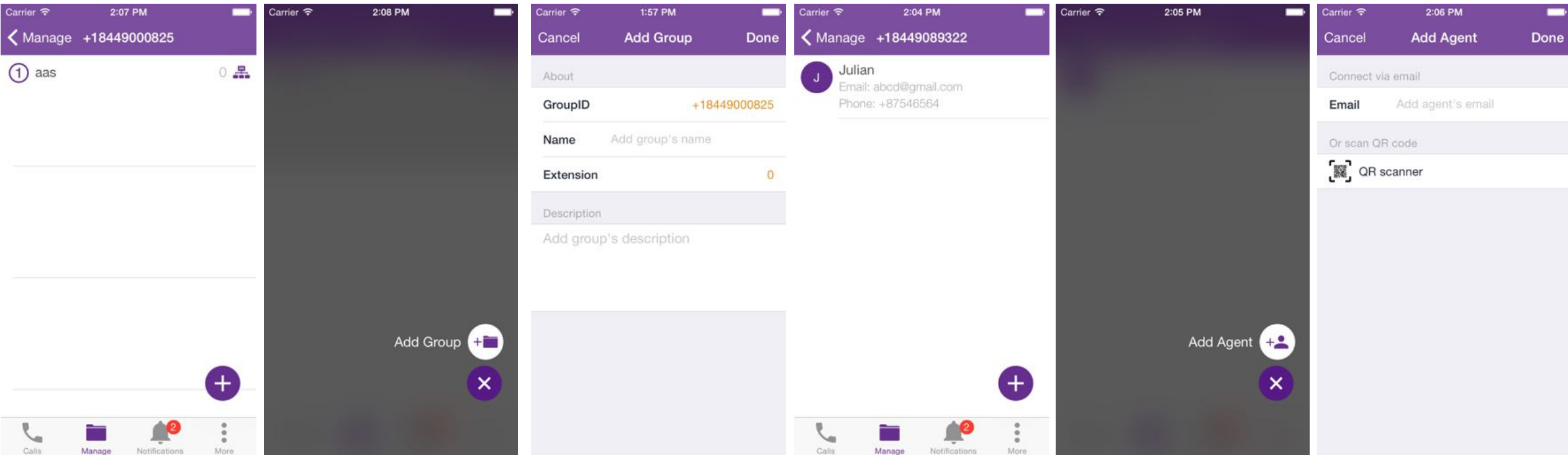
- ▶ Give your Agents the power to communicate with customers from within your mobile app through messaging, voice, and video. This gives you the context to route the call correctly and inform your agents of your users' needs.



What YOU get?

Easy to Manage Your Call Center

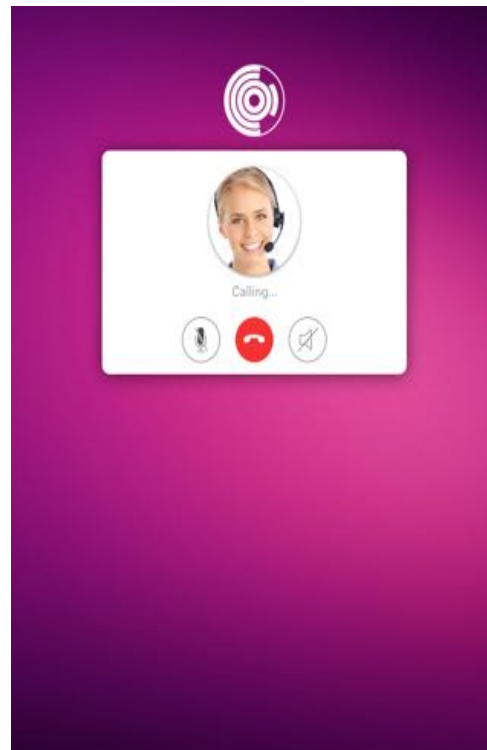
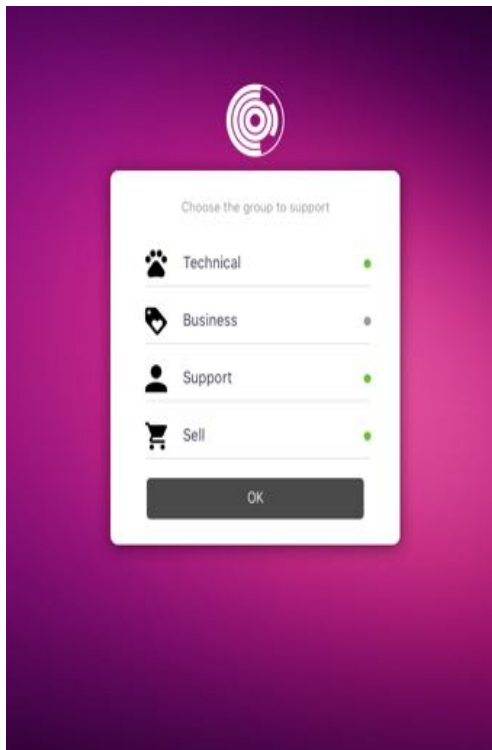
- Our design aims to simplify everything in Call Center, You will no need to hire a Tech Guy to help you set up your GCall Call Center.



What YOU get?

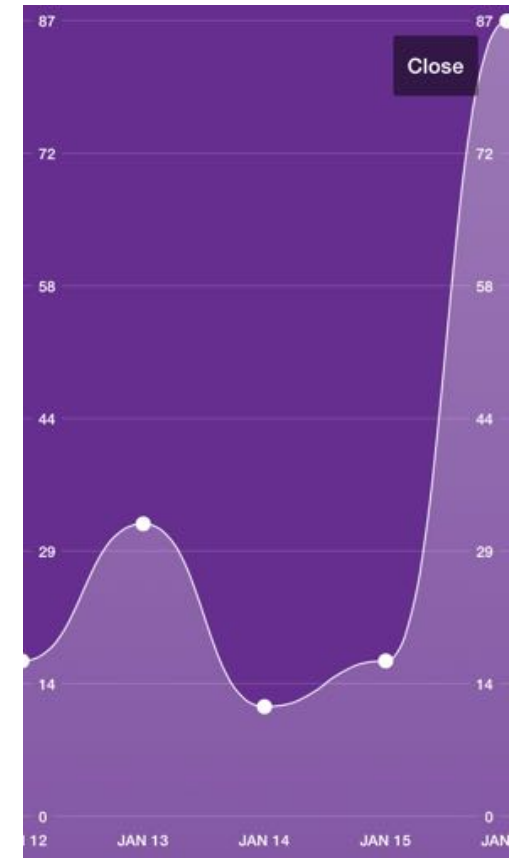
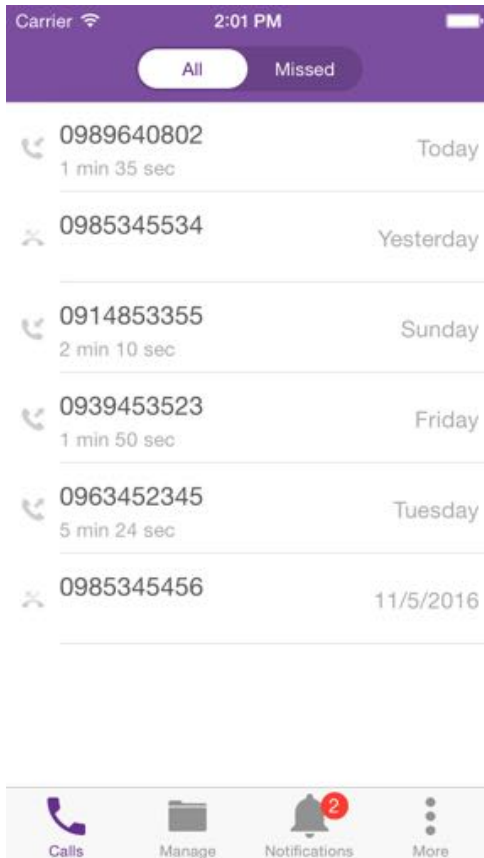
Routing & Calling to Groups

- Optimize efficiency of your Call Center with our “Routing and Calling to groups” technology.



What YOU get?

Call Tracking & History & Statistics



What YOU get?

Features and Prices

Features	
Initial Set-up	Reasonable price Depending on demands
Customers call in	~300vnd/minutes (Global with Internet)
Calling out	~1.500vnd/minutes (in Vietnam)
Desktop Dashboard	Free
Mobile Apps (iOS, Android)	Free
Click To Call Plug-in Website	Free
Click To Call Link	Free
Routing and Calling to Groups	Free
Log Calls Storage	30 days Free
Log Calls Storage Expanded & Private	Depending on demands
Security Data	Depending on demands
Customize New Features	One-time Fee



THANK YOU!

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