TECHNICAL PROPOSAL

Contact Center Solution

Contents

1. EXECUTIVE SUMMARY

1.1 ABOUT PROJECT

The core purpose is to discuss the technical aspect for building offshore contact center as a part of new business strategy and expansion plan to engage the Client by providing them with the turn key solution under one umbrella.

This document is intended to explain all the available technologies and best possible interim / Long term solution in order to provide services in smooth environment.

2. PROJECT SCOPE & ESTIMATE

As per our understanding, this project will be based on managed services engagement model of providing complete infrastructure for a contact center along with manpower / Technology & IT personnel. The resources provided by us will support proposed company the following:

- IT Infrastructure
- Technical support assistance
- Hardware and software management
- Business analysis
- Projects support
- Financial analysis
- Troubleshooting and system maintenance
- Talent acquisition for Contact Center
- Operational handling of Contact Center
- Training
- Resource Facility

In a nutshell, following resources will be in demand as for now under the scope of this project:

❖ Operational Staffing
  o Customer Sales Representatives
  o Floor Management
  o Training & Development Expert
  o Client Coordinators

❖ Technical Support
  o System & Network Admin
  o Front-End Developers
  o Back-End Developers
  o Database Developers
  o UI/UX Graphic Designer
  o Telephony Expert

- ❖ Business Intelligence
    - o Business Analyst
    - o Financial Analyst
- ❖ Solution Testing Eng.

3. CONTACT CENTER TECHNOLOGY / PARTNERS

Advanced technology results in streamlined call handling which reduces Call handle time, associated costs, and improves customer experience / satisfaction.

- ❖ Hardware worth considering includes:
    - i. A local area network (LAN) for the Contact center.
    - ii. Desktop computers for agents.
    - iii. An automatic call distributor for call routing to specific agents or terminals (Telephony).
    - iv. Voice solutions, such as IVR, voice logging, voice recording and messaging systems.
    - v. Head sets
    - vi. Domain / Application / SMTP / Web Servers

- ❖ Software that enhances a call center includes:
    - i. Customer relationship management systems
    - ii. Workforce management solutions, recommended as the call center grows
    - iii. Management information systems
    - iv. Voice over IP recording systems to monitor agent calls

Ensure there is **computer telephony integration system (CTI)** that can provide agents with call information, automatic dialing for outbound sales calls, and phone control capabilities such as answer, hang up, hold, and conference.

3.1 TELEPHONY PLATFORMS

o Twilio
o Amazon Call Connect
o Ring Central
o Five9

3.2 HOSTING PLATFORMS

o AWS
o Rackspace
o Google Cloud

3.3 INTERNET PROVIDER

O PTCL
O Transworld
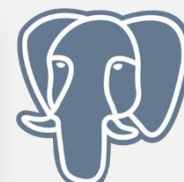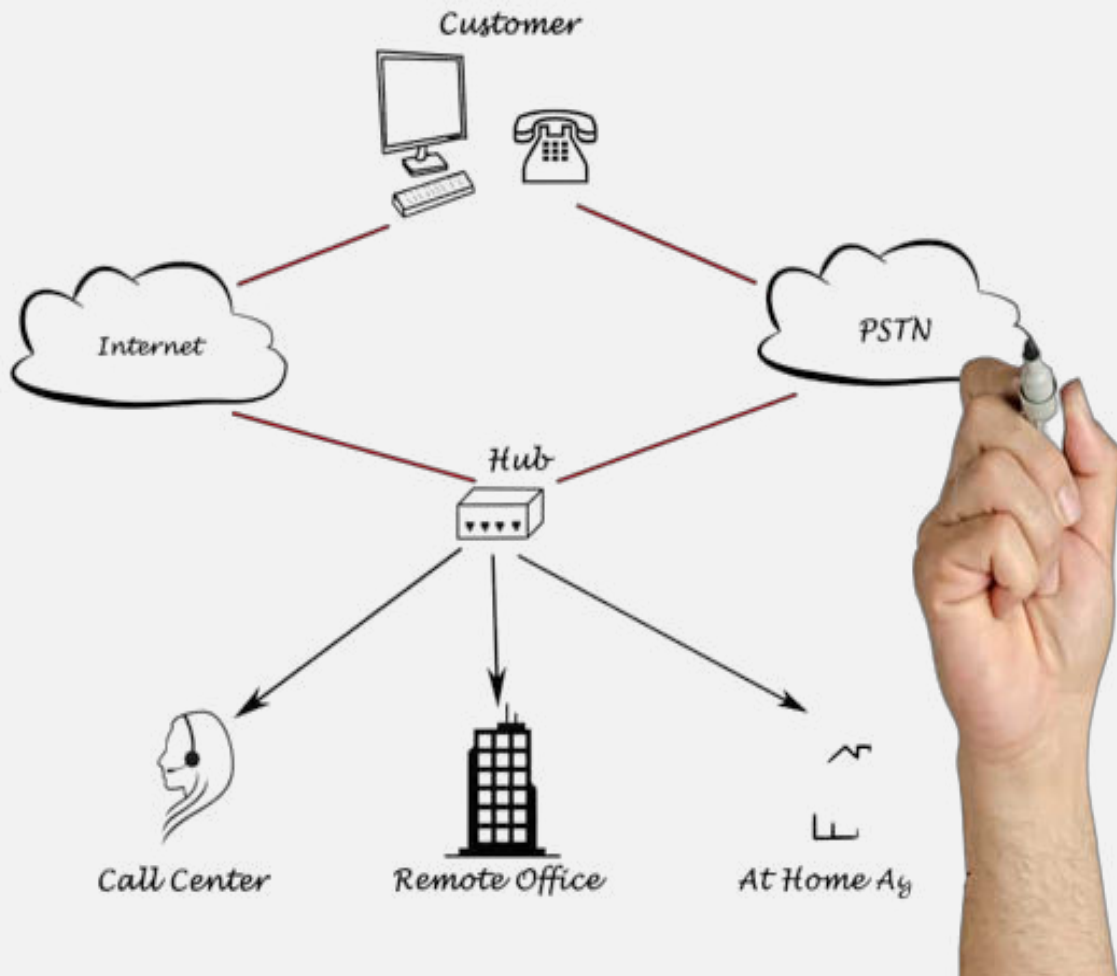
3.4 CRM PLATFORMS

o Salesforce
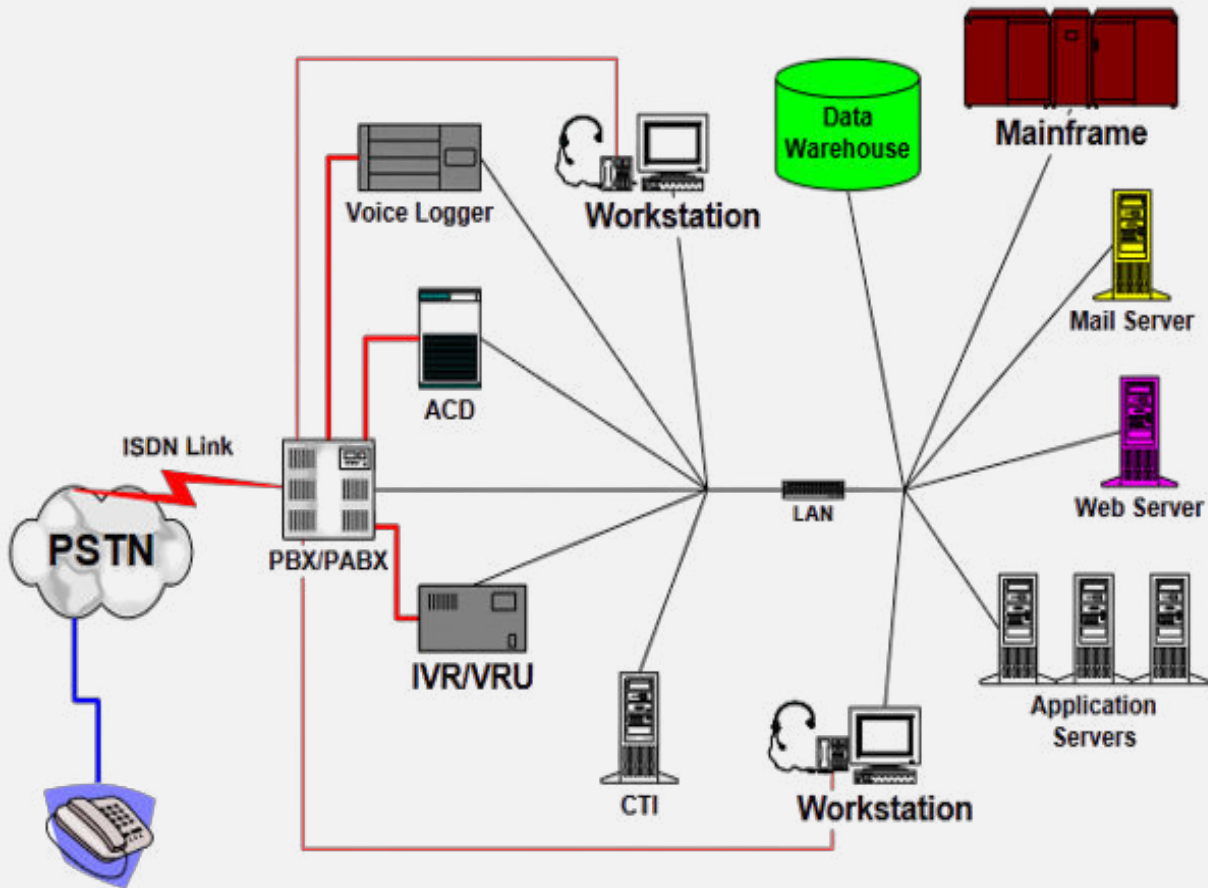o ZOHO
O CRM In-house development
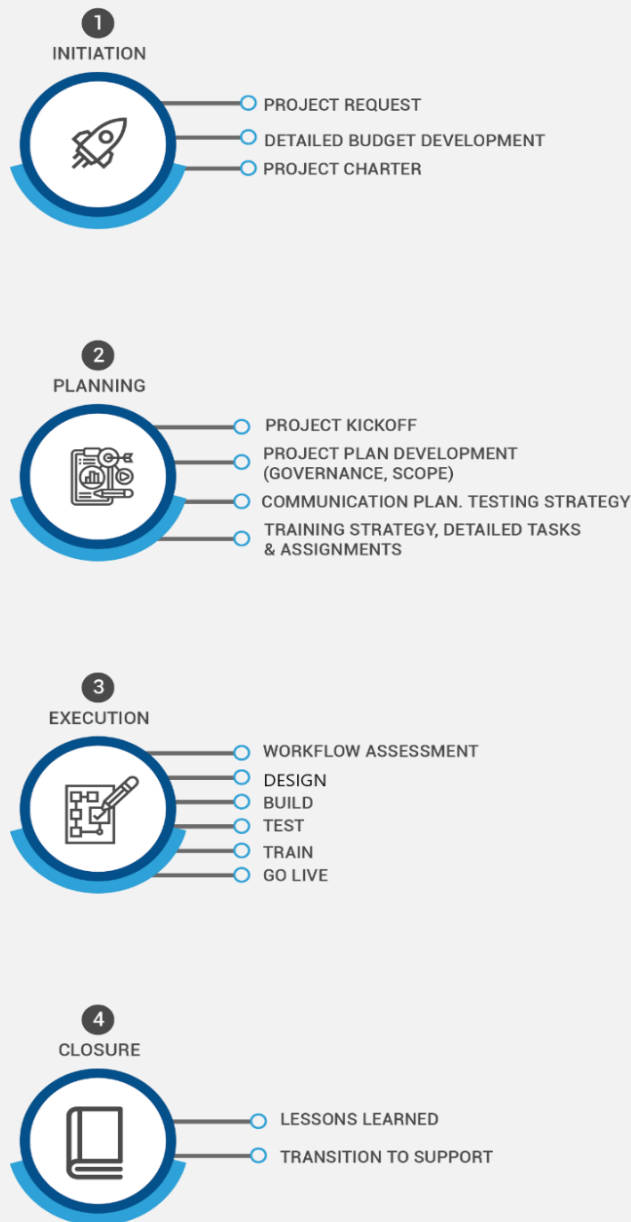
3.5 OTHER PARTNERS

4. CALL CENTER FLOW LAYOUT

5. CALL CENTER TECHNICAL FLOW LAYOUT

6. PROJECT MANAGEMENT APPROACH

We are intended to follow the standard project management approach tailored to project nature and needs by the Client. With a qualified team, experts in testing, and managing testing project, we strive to deliver the best service with high quality deliverables.

1 INITIATION
- PROJECT REQUEST
- DETAILED BUDGET DEVELOPMENT
- PROJECT CHARTER

2 PLANNING
- PROJECT KICKOFF
- PROJECT PLAN DEVELOPMENT (GOVERNANCE, SCOPE)
- COMMUNICATION PLAN. TESTING STRATEGY
- TRAINING STRATEGY, DETAILED TASKS & ASSIGNMENTS

3 EXECUTION
- WORKFLOW ASSESSMENT
- DESIGN
- BUILD
- TEST
- TRAIN
- GO LIVE

4 CLOSURE
- LESSONS LEARNED
- TRANSITION TO SUPPORT

MONITOR AND CONTROL

7. USER ACCESS TESTING

UAT is the final step before "going live" with the contact center, it confirms that the center set-up is going to meet requirements.

- Expect the testing to take time, expect that problems will emerge
- Schedule testing and problem resolution appropriately to ensure that enough time is available to address the most critical issues before the contact center is up and running
- Include management and other personnel as well as contact center staff in the UAT team to ensure that obvious problems are not overlooked because the contact center team is too close to the situation
- Create, then follow, test cases to ensure all aspects of the contact center are working as expected
- Ensure that test cases mirror real world scenarios to simulate the live environment
- Record all bugs, problems, or other issues that arise during testing.
- Create spreadsheet that tracks remedies for identified problems as well as the status of their resolution

8. REPORTING & ANALYTICS

Reporting & analytics is the management of data to drive business processes and improve business outcomes through more effective decision making and enhanced customer experiences. This part is the eye of the business so in order to analyze the business outcome we will implement the Data endpoints (API) of the calling platforms in first phase.