OUTBOUND Call

* CRM will receive Leads from various resources.
* CRM will assign those leads to Agents and Agent should be able dial-out customers by clicking on numbers
* Agent should be able to converse with customer and should be able to dispose call in their CRM
* Agent should have capability to click on Data and dial-out numbers.

INBOUND CALL HANDLING

* Customer Calls on Generic Number (7200 365 365)
* Vakil Search will publish a Customer Care Number (7200 365 365) which will be used to contact customer Care Number.
* When the call lands on software box (Whatever it so), it should able to greet customer (IVR-welcome prompt) and it will check for office Hours.
* If Customer calls during non-office hours then, proposed solution will prompt ‘NON OFICE HOUR PROMPT’ and send customer data (Customer phone number) to Vakil Search CRM along with disconnection of existing call.
* If Customer calls during office hours then proposed system will prompt to dial the Agent extension or route call to Any Agent.
* Vakil Search CRM will check customer phone number and push data to their respective
* Agent Lead (Assigning will be done by Vakil Search CRM)
* Later Agent will dial-out call on those numbers by clicking manually.
* If Customer entered the Agent Extension then call will be routed to the particular Extension.
* If Agent is Available then call will route to particular Agent. Agent shall dispose call Accordingly.
* If Agent is not available or busy then the proposed system will check Agent Availability for one minute. Later proposed system will ask customer to choose call-back as an option or stay with current call.
* If customer choses Call-back as selection then proposed system will disconnect call and push Customer phone and a flag value (notify CRM that it is call-back) to Vakil Search CRM.
* Later Vakil Search CRM will show that data on Agent Dashboard. Agent should be able to
* dial-out on number based on their suitability.
* If customer selects two as selection then proposed system will play hold music till Agent Available

VAKIL SEARCH – APPROACH

* If customer call gets disconnected then proposed system should be able to push customer phone number and a flag value (notify CRM that it is missed call) to Vakil Search CRM.
* If Customer wishes to talk to an Agent then proposed system should be able to route call to set of Agents. These Agents should have capability to route call to another Agent extension.
* During conversation, if call gets dropped then proposed system will push customer phone number to Vakil Search CRM.
* Customer Calls on Direct Agent Extension
* When call lands on proposed solution, it will check for office Hours.
* If Customer calls during non-office hours then proposed solution will prompt ‘NON OFICE HOUR
* PROMPT’ and send customer data (Customer phone number) to Vakil Search CRM along with disconnection of call.
* If Customer calls during office hours then proposed system will route the particular Extension.
* Vakil Search CRM will check customer phone number and push data to their respective Agent Lead (Assigning will be done by Vakil Search CRM) Later Agent will dial-out call on those numbers by clicking manually.
* If Agent is Available then call will route to particular Agent. Agent shall dispose call accordingly.
* If Agent is not available or busy then proposed system will check Agent Availability up to one minute. Later proposed system will ask customer to choose call-back as option or stay with current call.
* If customer choses Call-back as selection then proposed system will disconnect call and push Customer phone and a flag value (notify CRM that it is call-back) to Vakil Search CRM.
* Later Vakil Search CRM will show those data on Agent Dashboard. Agent should be able to dial-out number as suited to them.
* If customer selects two as selection then proposed system will play hold music till Agent Available
* If customer call gets disconnected while waiting in the queue then proposed system should be able to push customer phone number and a flag value (notify CRM that it is missed call) to Vakil Search CRM.
* During conversation, if call gets dropped then proposed system will push customer phone number and Agent Extension to Vakil Search CRM.

GENERIC REQUIREMENTS

* Vakil Search wants to set-up Inbound/Outbound call center service with advance automation functionality.
* Proposed system should have capability to delivering below mentioned key features:
* Integration with their in-house CRM via toolbar integration approach.
* Agent should be able to dial-out call by clicking on number (functionality in CRM)
* After office hours announcement (Auto prompt during “Non-office hours”)
* Push data to Vakil Search CRM via web-service as per explained in business process requirements.
* Inbound Call Handling capability.
* Routing to incoming calls to Agent extension directly if customer has dial-out Agent extension.
* Reporting and System Administration
* 100% Voice logs recording for 30 days