



WHO NEEDS THIS PLAN?

COMPANIES THAT HAVE AVAILABLE INFRASTRUCTURE AND PERSONNEL IN THEIR OWN FACILITIES; THECC TECHNOLOGY AND SUPPORT ADAPTS THESE FACILITIES FOR A CONTACT CENTER USE.

OUR THECC BRONZE PRODUCT INCLUDES THE FOLLOWING SERVICES:

IP CONTACT CENTER MANAGEMENT	DESCRIPTION
<ul style="list-style-type: none"> • Telephone exchange IVR diagram design and setting. 	<ul style="list-style-type: none"> • IVR diagram development and performance, IVR main menu setting.
<ul style="list-style-type: none"> • Universal, national and international telephone numbers. 	<ul style="list-style-type: none"> • National and international universal telephone numbers operation and support.
<ul style="list-style-type: none"> • Implements. 	<ul style="list-style-type: none"> • Earmuffs and noise cancelling headsets.
<ul style="list-style-type: none"> • Technology Infrastructure Support 24/7. 	<ul style="list-style-type: none"> • Continuity and stability support and guarantee in service provision in network and telecommunications infrastructure, PBX servers and equipment. In response times according to the type of incidence.
<ul style="list-style-type: none"> • Management Indicator Panel. 	<ul style="list-style-type: none"> • Monitoring operational management indicator web control platform.
<ul style="list-style-type: none"> • Daily reporting of operational management through email. 	<ul style="list-style-type: none"> • Daily operational management indicators by email messaging.
<ul style="list-style-type: none"> • Inbound and outbound call recording. 	<ul style="list-style-type: none"> • Inbound and outbound call recording and backup.
<ul style="list-style-type: none"> • Confidentiality. 	<ul style="list-style-type: none"> • Information security, service continuity.