

## Australian Inbound Process

<b>Process Description</b>	To handle incoming calls from existing customers Experiencing Computer related problems. In order to provide basic or technical if irrelevant to the queue.
<b>Work Description</b>	Inbound Process
<b>Seats</b>	25 to 35 Minimum
<b>Payout</b>	9 AUD per Hour
<b>Type of Process</b>	Handel Incoming calls from existing customer experiencing
<b>Turnaround time</b>	365 days 24 x 7
<b>Technology Used</b>	AVAYA Predictive Dialers or Equivalent. Modern Computers with High end configurations. Leased Line with high end bandwidth. Dedicated servers-2 x 7 Intel dual Quad Core Xeon E4505 -2Ghz.
<b>Training &amp; Support</b>	Migration Training / Onsite "Hands ON" Training
<b>Advance Payment</b>	\$50,000 AUD. Will be wired to the center on the day of technical testing and training ON-SITE.
<b>Billing Cycle</b>	30 Days
<b>Document / Certifications Required</b>	<ul style="list-style-type: none"> <li>• Company Profile</li> <li>• Network Diagram.</li> <li>• Technology Details Including.</li> <li>• Centers Photographs (Floor, Management Area, IT/ HR/ Training rooms).</li> <li>• Memorandum and Articles of Association.</li> <li>• STPI Registration (Optional).</li> <li>• 1 Lac DD to be paid to Josoft Technologies.</li> <li>• Director's Profile along with Senior Management Profile.</li> </ul>