

SPECIFICATION

The Municipality requires the services of the service provider to establish a call centre that will be manned by four (4) agents whose responsibility is mainly to respond to queries related to service delivery as well as providing feedback thereto. The call centre will be physically housed at the Maquassi Hills Local Municipality, 19 Kruger Street, Wolmaransstad. Here under are the high-level requirements.

- Call centre software with the ability to handle the following:
- A hybrid on-site call centre for both inbound and outbound calling with a free number
- Welcome message to incorporate working hours (English) with options 1,2 etc,
- Call routing to the next available agent of the selected option
- Add music between the hold messages.
- Option to leave a message on an interactive voice response system -IVR
- Accommodate the call-backs to be generated by the system.
- Accommodate a recording functionality and
- Accommodate a WhatsApp functionality as well.

Design and Furniture

Call Centre Establishment and furniture design fit enough for four (4) Call centre agents.

- Four-way cluster desk workstation.
- Four(4) mid back office chairs.

Equipment

Four (4) Desktop Computers

Intel core i5 processor

Intel UHD Graphics

8GB DDR4 Ram

512 GB Storage Capacity

Windows 11 Pro 64bit

LAN and WAN Capabilities

Bluetooth Connectivity

HDMI Ports

Four(4) Headsets (USB)

Speaker Size: 28mm

Noise cancellation: Passive

User Hearing Protection: Yes

Noise cancellation (microphone): AI Up-Link Noise Cancellation

Connection to PC: USB-C, wired

Cable Length (including controller): 2.0m

USB Adapter: USB-A (plug), USB-C (receptacle)

Button Controls:

- Mute/unmute mic
- Volume +/-
- Answer / End Call

Four(4) telephones

7-inch 800 x 480-pixel color touch screen with backlight
Opus codec support
Dual USB ports
Dual firmware images
T42U (pending)/T43U/T46U/T48U Auto-P template unified
T42U (pending)/T43U/T46U/T48U firmware unified
Up to 16 SIP accounts
Dual-port Gigabit Ethernet
PoE support
Paperless label design
Headset, EHS support
Wi-Fi via WF40/WF50
Bluetooth via BT40/BT41
USB recording
Supports color-screen expansion modules
Stand with two adjustable angles
Wall mountable

Licences

Licensing for four agents (voice+ 2way SMS/WhatsApp)
Hosting per active licence
Storage per terabyte
SMS Connector Fee
WhatsApp Connector Fee

Training

Training on the call centre system will be required for all four call centre agents after completion.