

Modi Properties
MG Road
Hyderabad

14th November, 2019

Dear Mr. Prasad,

Subject: MCube proposal to be used at Modi Properties.

As discussed, please find enclosed our detailed proposal for your kind consideration.

About Us

At VMC Technologies we take pride in offering solution to create value for our clients to help them achieve their goals through our cloud telephony solution and integrated productivity applications. VMC has presence across several cities in India and we offer services pan India. We know every client is unique and we strive to deliver solution to fulfill customer needs rather than plain vanilla solution.

We also pride ourselves in our after-sales customer service including onsite, offsite training, and our support team available seven days a week. Finally we realize that you are very busy and wanted to thank you in advance for your time spent reviewing our proposal.

As discussed, we propose following solution to track incoming calls.

Take MCube **Virtual Number** and replace the advertisement numbers with MCube number for every campaign.

How does this work?

For Every Virtual number you will create a group in MCube. MCube will implement IVRs based on the customer requirements. Agents will understand the requirements & transfer the calls based on requirements to various department, Data captured on MCube will show you various analytics on caller. As soon as the calls get connected, System will play an IVRS & as the customer to take action to reach out to a particular department/service. Based on customer input, system will transfer the call on real-time basis to the executive mobile number. If the executive is busy, call will get diverted to another executive.

Note: We have a solution that works out of the box, where each number can be customized, reports can be customized, entitlements can be customized, and additional custom columns can be added. MCube can also be integrated with most of the CRMs and also being more stable.

Number Masking Solution for customer privacy

Connect your customers or vendors to executives, staff members, sales or marketing team and vice versa without revealing their phone numbers. By doing this, you are safeguarding the customer's/executive's privacy. Number masking is the best way for businesses to safeguard their customers' & employees identity, and prevent the misuse of sensitive information, enabled by masking of customer's phone number. This solution allows you to connect two parties without revealing either party's phone number. This also allows you to ensure that transactions happen on your platform and not offline.

How It Works

Number masking works in following manner:

Through login dashboard or Mobile App which has a call button. By clicking on the call button, app automatically makes a call to MCube virtual number. MCube ping's your server with executive details. Your server shares the customers corresponding number. On receiving customer's number, MCube makes an outbound call to the customer & connects the customer to an executive. MCube Bridge's the call between executive & customer and captures the complete information about call logs including call recordings. All the captured information is used for quality & monitoring purpose.

Advantages of Call Masking Solution:

1) Ensure the customer privacy

Your customer's phone number is never revealed during the transaction. After all, the onus of protecting the customer's privacy falls on the business.

1) Save cost

Call your customers without depleting your employees' mobile balance. Connecting them via MCube is more cost efficient.

2) In-platform transactions

Number masking is also the best way to avoid off-platform transactions thereby allowing you to monetize better.

3) Track & Analyse

Track, record and analyse all your customer conversations to gain insights in real-time.

Commercials for TOLL FREE NUMBER:

Features	PLAN A	PLAN B	PLAN C
Web Interface	Included	Included	Included
Custom Email Alerts	Included	Included	Included
Conversation Recordings	Included	Included	Included
Hold music	Included	Included	Included
Admin Customization	Included	Included	Included
Sticky Agent	Included	Included	Included
Black listing of Numbers	Included	Included	Included
Mobile app- Android/iOS	Included	Included	Included
Voice Mail	Included	Included	Included
Internal Call Transfer	Included	Included	Included
Channels/extensions	No Limit	No Limit	No Limit
Multi-level IVRS (English)	Included	Included	Included
Lead Management System	Extra Rs. 500/month	Extra Rs. 500/month	Included
Agents login	30	40	50
Customized SMS*	2 SMS/Call	2 SMS/Call	2 SMS/Call
Free Minutes	5000 mins/month	8000 mins/month	10,000 mins/month
Rental	INR. 7,500	INR. 9,000	INR. 10,000
Extra Usage Incoming	INR 1.20/min	INR 1.00/min	INR 0.95 paisa/min
Additional virtual number	INR 700 per month per number	INR 600 per month per number	INR 550 per month per number

Terms & Conditions:

- **GST** 18% will be applicable.
- **Minutes** will be offered on Monthly basis.
- ***Extra Usage** will be billed monthly and all payments should be made in advance at every billing cycle.
- Any **Premium Toll Free / Special** number would cost extras on actuals.
- Welcome Greeting Message will be provided as complementary.
- Payment can be made through Cheque or Wire Transfer. Cheque should be in favor of '**VMC Technologies Pvt. Ltd**'. **Yearly** billing in advance.
- After releasing the payment it will take 6-7 business days to activate MCube service (VMC has to wait for the Toll Number to get activated, generally it takes 3-4 business days by the telecom operator). It also includes training period for the admin and employees.

Best Regards,

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