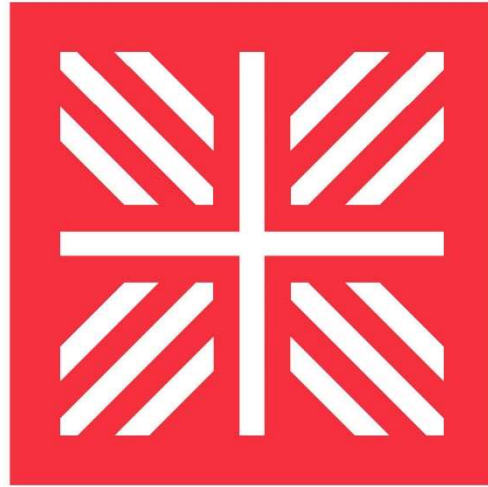


Terms of Reference



**Caritas
Lebanon**

CALL CENTER SOLUTION

SERVICE REQUIREMENTS

1. Service provider must provide a turnkey solution for a call center solution for inbound and outbound. The overall project release should be completed in a period of 1 month.
2. Service provider must provide Caritas Lebanon with a Caller Line Identification (CLI) and contact number.
3. The Call Centre Solution should provide the caller with an option to select a preferred language.
4. The Call Centre Solution must record usage details of the caller including all options selected by the caller and all details entered by caller from the time the caller reaches a Call center Agent.
5. The Call Centre Solution must record incoming and outbound calls; for example, entered call, answered call, abandoned call, distributed call, transferred call, and abandoned at what stage. The quality of the recordings should be maintained in good quality for an agreed period during customization. **Recorded calls data should not be accessible by the service provider in anyway.**
6. The Call Centre Solution will provide a capability to escalate incidents between Call Centre Agents and Supervisor and Management.
7. The Call Centre Solution can be integrated with Microsoft Dynamics CRM or other SQL-based applications.
8. The Call Centre Solution must provide a unique identifier for each caller.
9. The Call Centre Solution must be able to handle +- 40 000 **incoming calls** per day which will be resolved by the call center agents.
10. The Call Centre Solution should provide a possibility to auto-forward incoming calls from one agent to another in case of not availability, unanswered call ... etc.

11. The Call Centre Solution should be accessible from anywhere and any device (laptop, mobile, tablet ...etc.) 24/7.

Geographical Locations

Caritas Lebanon has one fixed Call Centre in the Head Office, and 4 Remote agents

Offices	Amount
Head Office	2 Agents
Remote	4 Agents

12. The Call Centre Solution will be expected to provide Caritas Lebanon with **live reporting (Dashboard)** of call center performance.

13. The Call Centre Solution has a user-friendly dashboard for call center agents, and supervisors, and Management as well.

14. The Call Centre Solution will generate on-demand **reports**; for example: availability of call center Agents, call center Agents attendance report, number of calls handled, number of hours of call handling, call Centre Projection performance report, reports generated based on the feedback of caller; Call status report: answered calls, abandoned calls, calls not answered, calls answered at Agent level; Reports containing details such as number of calls, wrong numbers, correct numbers and duration of calls; Number of calls Logged and/or Resolved and/or Closed per day or week or month, this is but a few and capability to add as and when the Agency require. Backlog email report and resolution status; Generate reports with different dimensions; Print legible reports: Incident Counts per Status per Region per CTI etc. over time. Number of incident logged and/or resolved and/or closed per day or week or month; the solution should be able to present reports in different formats e.g., graphs, charts excel, pdf and etc, and also be printable in different format.

15. The Call Centre Solution contains a **campaign feature** to send on-demand SMS and generate report for the number of SMS sent for a campaign, the report should show successful and failed SMS, and reason the SMS failed.

16. The Call Centre Solution contains a queuing system with many different languages informing the caller about his number in the lobby before answering his call

17. The Call Centre Solution contains a customizable welcome message in many languages with the option to select (not limited to) “Request a donation”, “Donate”, “Complaint” sections.

18. Caritas Lebanon Call Center Agents will be expected to handle calls. Below is an indicative list of manpower for the project but not limited to:

- **Call Centre Agent** – These agents would respond from anywhere (by phone, or laptop or tablet ...etc.) to calls query; they will act as first point of contact. The agents will be granted access to system as read/write which will assist in resolving the calls. The agents will not have access to the recording.
- **Call Centre Supervisors:** These resources will support Call center Agents and assist in resolving the problems and assess the quality of the service provided by the call center agents. These resources will have access recording database as view only and generate reports related to the call center performance and calls status.
- **Call Centre Management:** These resources will have access to all features. They can download recordings and generate all reports related to the call center status (Performance and calls status).