PLACE YOUR COMPANY LOGO HERE

[Sidebars are great for calling out important points from your text or adding additional info for quick reference, such as a schedule.

They are typically placed on the left, right, top or bottom of the page. But you can easily drag them to any position you prefer.

When you’re ready to add your content, just click here and start typing.]

Cloud pbx voip solution

## PROPOSAL AND QUOTE

With a powerful and comprehensive set of features, COMPANYNAME’s Cloud PBX solution offers the ideal solution for businesses facing a distributed workforce or remote worker environment. With many working from home, or anywhere, it makes it easier for workers to collaborate through voice, Web conferencing and instant messaging at a radically reduced cost and set monthly expense.

Ideally suited for growing and changing environments, this is a true Unified Communications as a Service solution. In an environment where the future is unpredictable and costs are under scrutiny, shifting to a highly flexible, feature-rich and low maintenance solution will free up valuable resources for any business.

[www.COMPANYNAME.co.za](http://www.wanatel.co.za)

# PRESENTED TO

**CLIENT** Client

**ADDRESS** Company Address **CONTACT** Contact Person **LANDLINE** +27 00 000 0000

**MOBILE** +27 00 000 0000

**EMAIL** Email Address

# PREPARED BY

**COMPANY** COMPANYNAME (Pty) Ltd

**ADDRESS** Address

**WEBSITE** [www.COMPANYNAME.co.za](http://www.wanatel.co.za)

**CONTACT** Contact Person

**TITLE Job title**

**LANDLINE** +27 00 000 0000

**MOBILE** +27 00 000 0000

**EMAIL** person@COMPANYNAME.co.za

# ISSUE AND REVISION RECORD

**REVISION** Client Issue 1 **DATE**

**APPROVAL**

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# EXECUTIVE SUMMARY

<Client> state the client’s directive… what their concerns are and why they needed to evaluate this solution. Highlight the high-level threats to their business and the dangers in not fixing the problems.

**For example:**

<Client> has recently shifted to a distributed workforce and remote worker environment. With many working from home, or anywhere, they want make it easier for workers to collaborate through voice, Web conferencing and instant messaging. With increased pressures on the bottom line, <Client> also wishes to radically reduce cost and establish a predictable monthly expense for communications.

## YOUR REQUIREMENTS

Your request has highlighted the following three main priorities.

* + 1. Cost efficiencies
		2. Improved productivity
		3. Reduced infrastructure and maintenance

## YOUR DESIRED OUTCOMES

Describe what their environment will look like/what the impact would be if their problems were solved. Pick 3 of the following outcomes that link with the above 3 problems.

By addressing your biggest challenges, you will maximize the following key business areas

* + 1. Cost efficiencies:

In today’s uncertain trading environment, <Client> needs to maximise every opportunity to reduce expenses and maximise bottom line profits. You need predictable cash-flow and a stable communications environment that supports your most remote worker or supplier.

* + 1. Improved productivity

Our Cloud PBX provides even more features than a traditional PBX phone system, bringing a rich collaboration platform for your employees, suppliers, and full value chain. And it’s easy to set up – so no technical expertise is required.

* + 1. Reduced infrastructure and maintenance

Save on valuable space taken up by traditional PBX servers and remove the need for expert maintenance. Entrust the management of equipment, hosting of the service and handling of upgrades to the experts while you take care of your customers’ growing demands.

## OUR BUSINESS SOLUTION: CLOUD PBX

COMPANYNAME’s Cloud PBX (often called hosted PBX) brings you all the enterprise advantage of a fully-fledged PBX without the fixed costs headaches.

Entrust the management of equipment, hosting of the service and handling upgrades to the experts while you take care of your customers’ growing demands. Save up to 40% on your phone bills and move capex to opex – at a predictable monthly expense. Our Cloud PBX solution not only saves calls over the Internet, it saves on risky infrastructure investments and costly cloud migrations.

# PROPOSED SERVICES

COMPANYNAME’s Cloud PBX provides even more features than a traditional PBX phone system, though. And it’s easy to set up – so no technical expertise required. Ideal for today’s distributed workforce and remote worker environments, there are no long-term lock-in clauses – with a 30-day notice period, free software upgrades and no additional annual maintenance.

With our Cloud PBX you have:

## CALLING FEATURES

1. Caller ID/On Call Waiting: Know who’s calling before you answer
2. Call Forwarding: Redirect calls to your mobile or other phone so you don’t miss any calls
3. Follow Me: Have one of your numbers/extensions ring for a period of time and if unanswered forward to a second number and then third and so forth OR all ring the mall concurrently
4. Caller ID Based Forwarding: Follow Me Based on number called
5. Inbound Number Tagging: Tag an inbound caller ID for easy reception management for multiple companies
6. Call Hold: Easily put a call on hold while you answer another call
7. Call Transfer: Attended Transfer (alert forwarding party before transfer) & Blind Transfer (transfer the call directly)
8. Call Conferencing: Join a conference room by dialing a feature code or get transferred in
9. Call Waiting: Be notified when someone else is trying to call if you are already on a call
10. Do Not Disturb: Callers go directly to voicemail or call fwd when you don’t want to be disturbed
11. Call Logs: Access detailed call records by extension or account

## CALL CENTRE FEATURES

1. Queue Handling
2. Periodic announcements
3. Round robin, extension with least calls, ring all
4. and more

## 2.3 VOICE MAIL FEATURES

1. Password Protected Voicemail: Prevent unauthorised access to voicemail
2. Voicemail Greeting Options: Unavailable / Personal Message
3. Voicemail to Email: Receive voice messages as a wav file (or \_audiofile\_) attached to an email

## 2.4 SET UP HUNT LISTS / RING GROUPS

1. Ring groups: Simultaneously ring a set of phones based on a DID (phone number)
2. Hunt lists: Set a linear line of ring groups (1 extension or many) for a period of time, before transferring to a second and third ring group etc.

## 2.5 CALL RESTRICTIONS

1. Block calls to specified numbers (black list)

## 2.6 DIGITAL RECEPTIONIST (IVR)

1. Multi level IVR menu management
2. Day and Night Mode Schedule: Create different greetings according to time of day and day of week
3. Custom Greetings: Upload third-party professional greetings to use as Digital Receptionist greetings

## 2.7 EXTENSION MANAGER

1. Access, search and download call recordings
2. Personal profile editing
3. Detailed call analytics

## 2.8 OPERATOR PANEL

## 2.9 QUEUE MANAGER

## 2.10 MEDIA MANAGEMENT

1. Custom Music-on-hold
2. Custom digital receptionist recordings
3. Custom voicemail messages

## 2.11 CALL RECORDING (OPTIONAL)

1. Blanket or ad-hoc call recording
2. Secure call recording storage
3. Archiving call recordings

## 2.12 REPORT MANAGEMENT SYSTEM (OPTIONAL)

1. Real time inbound and outbound call details records
2. Outbound call source listed by extension
3. Outbound call source lists for virtual extensions

# CALL RATES

1. Per Second Billing (Billing increments are billed in pure per second billing)
2. Local Nation (Telkom) @ 40c / Min or 0.006c / Sec
3. All Mobile @ 70c / Min or 0.011c / Sec

# HANDSETS

Reception Handset / Phone Yealink T46s



Standard Handset / Phone Yealink T40G

**

# COST SAVINGS ANALYSIS

To be updated from cost savings calculator tool – cut and paste from Excel sheet provided



EXAMPLE ONLY – PLEASE EXTRACT FROM EXCEL FILE TO SHOW CUSTOMER CALCULATION AND SAVINGS BEFORE SUBMITTING QUOTATION

TOTAL MONTHLY SERVICE FEE SAVINGS: XXX EX VAT

# YOUR INVESTMENT

## QUOTATION



EXAMPLE ONLY – PLEASE CALCULATE AND REPLACE BEFORE SUBMITTING QUOTATION

## GUARANTEE AND MAINTENANCE CONTRACT

No on customer site monthly maintenance is included. However, COMPANYNAME (PTY) LTD can maintain your system through our skilled team of experts, available 24/7/365. These onsite customer interventions are charged as follows:

Remote Support: R299 /hour

Onsite Support: R699/hour

## TERMS & CONDITIONS

1. Monthly cost is for the service only, excluding the calls that are made. All calls are billed as per point 3 of the above proposal.
2. In terms of this project, we request that 100% of the total is paid upfront
3. This quotation does not include all necessary, customary expenses while travelling for and on behalf of the Company project.

# SIGNATORIES

This agreement signed at on this the day of 20

|  |  |  |
| --- | --- | --- |
| The signatory warranting that he/she is duly authorised thereto and accepts the standard terms and conditions of this agreement on behalf of **THE CUSTOMER.**  |  | The signatory warranting that he/she is duly authorised thereto and accepts the standard terms and conditions of this agreement on behalf of the company for **COMPANYNAME (PTY) Ltd**. |
| **NAME** |  | **NAME** |
|   |  |   |
| **SIGNATURE** |  | **SIGNATURE** |
|   |  |   |
|  |  |  |
| **AS WITNESSES** |  | **AS WITNESSES** |
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