Technical Specifications:

(To be submitted along with technical bid on Company letterhead)

Sr. No.	Feature	Description
1	IVR Capabilities	Multi-level IVR, CRM integration, extension-based routing, API integration
2	Voice Logging & Call Analytics	Call recording, voice-to-text, keyword mapping, sentiment analysis
3	Inbound & Outbound Call Management	Click to Call, number masking, missed call services, outbound DTMF campaigns
4	Call Routing	Intelligent routing, sticky agent, skill-based distribution
5	User Interface	Web-based admin/user portal, status toggle, live call monitoring
6	Mobile Application	Agent mobile app access, low bandwidth optimized, Click to Call support
7	API Integration	RESTful APIs, Plug-n-Play with major CRMs
8	Security	99.5% uptime, encrypted communication, dual authentication
9	Reports	Real-time dashboard, call details, campaign insights, email integration
10	Scalability	On-demand channel-based scaling

Number of (Voice Logger) Connection Required: 48 (Terminals)

1. System Description & Functionality:

- **Cloud Voice Logger Functionality:**

Clearly state that the system should be a cloud-based voice logger, capable of recording, storing, and retrieving phone conversations. Detailing the specific features like call recording (both inbound and outbound), on-demand and scheduled recording, search and retrieval of recordings, and playback options.

- **Integration Capabilities:**

Specify how the voice logger will integrate with existing phone systems (e.g., VoIP, PBX), and any specific APIs or protocols required for seamless integration.

- **Security & Encryption:**

Submit the detailed security measures to protect sensitive call recordings. This includes encryption of data both in transit and at rest, access control mechanisms, user authentication, and adherence to relevant data privacy management (e.g., GDPR, CCPA).

- **Storage & Retention:**

Specify the required storage capacity for recorded calls and the duration for which recordings will be maintained by the service provider. Required complete process outline for data backup and recovery. If cloud storage is used, mention the specific cloud service provider and service level agreements (SLAs) related to storage and uptime.

2. Technical Specifications:

- **Scalability & Performance:**

Specify the expected call volume, number of concurrent users, and performance metrics such as call recording quality, latency, and retrieval speed. Detail how the system will scale to accommodate on future enhancement.

- **Monitoring & Reporting:**

Submit the outline about the monitoring tools and dashboards that will be provided to track system performance, resource utilization, and SLA compliance. Specify the types of reports that will be generated, including call detail records (CDRs), usage statistics, and error logs.

- **Accessibility & User Interface:**

Submit the detailed user interface for accessing and managing the voice logger. This includes the search and playback features, user roles and permissions, and the ability to customize the interface.

3. Service Requirements:

- **Installation & Configuration:**

Specify the process for installation, configuration, and deployment of the cloud voice logger, including required on-site support or training. Detail the responsibilities of the vendor and the customer during the setup process.

- **Maintenance & Support:**

Specify the vendor's responsibilities in maintaining the voice logger, troubleshooting, and support functions. This includes the availability of technical support, response times for support requests, and the process for handling system errors or issues.

- **Service Level Agreements (SLAs):**

Clearly define the Service Level Agreement for system uptime, call recording quality, data storage, and support response times. Specify the penalties or remedies for failing to meet the defined SLAs.

4. Documentation:

- **Technical Documentation:**

Include comprehensive technical documentation for the voice logger, including installation guides, user manuals, API documentation, and troubleshooting procedures.

- **Training Materials:**

Provide training materials and Standard Operating Procedures (SOP) for users and administrators, including user guides, video tutorials, and FAQs.

- **Technical Manual**: In-depth guide on system architecture, setup, configuration, and troubleshooting.
- **Operations Manual**: Instructions for maintaining the Cloud Voice Logger system, including data backups, log management, and server health monitoring.
- **Administrator Manual**: Guidelines for administrators on managing user permissions, system configuration, and troubleshooting.
- **End-User Manual**: Easy-to-understand guide for non-technical users to access, searching, and reviewing call recordings.

Training Materials: Step-by-step instructions and video tutorials to help both end-users and administrators to understand the system usage and functionality.