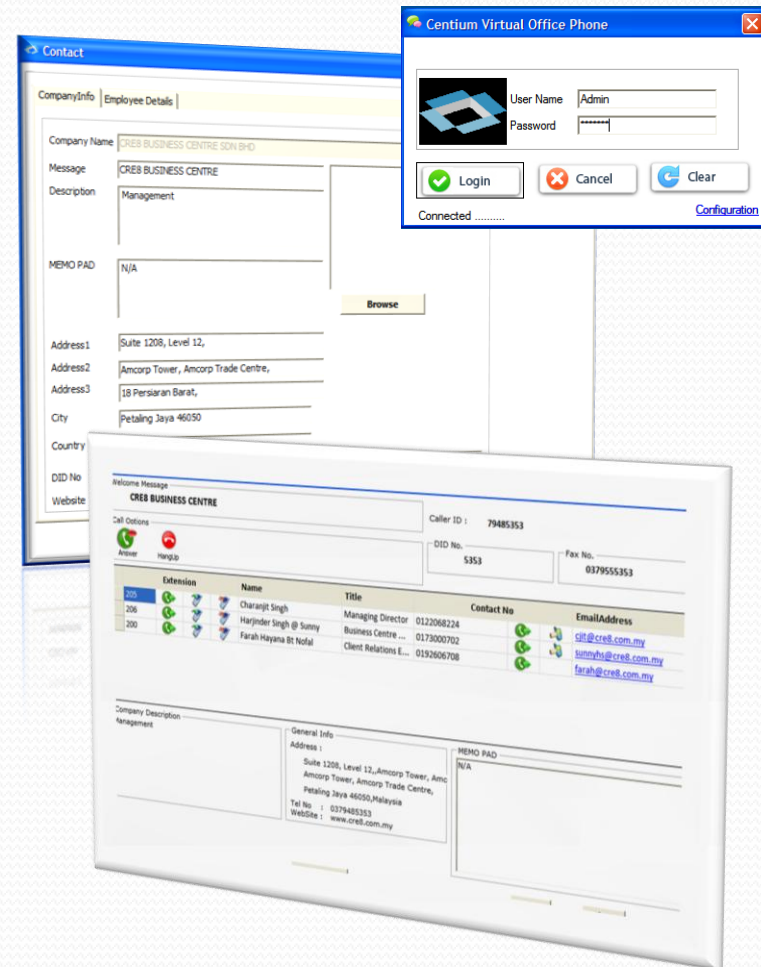


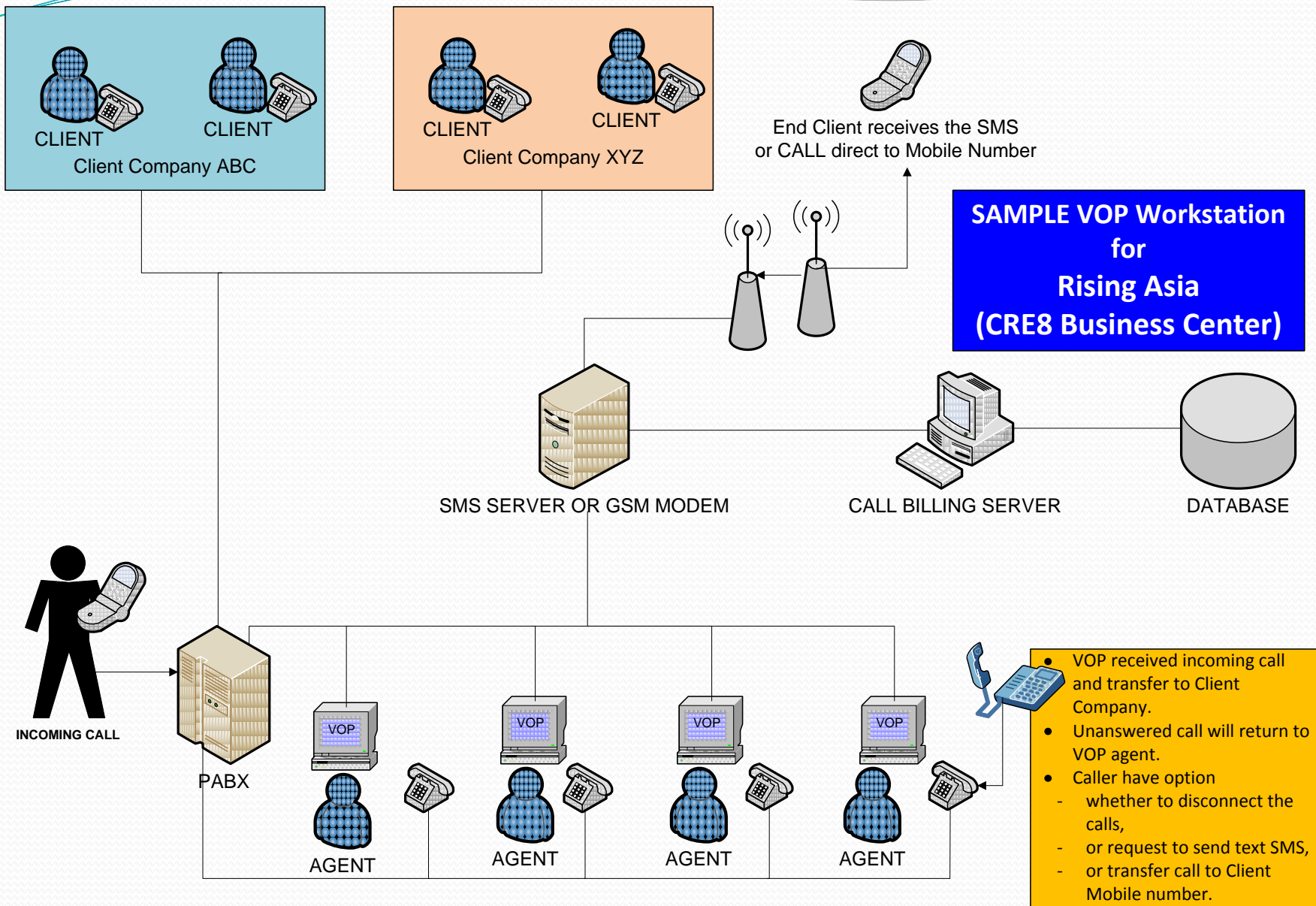
VIRTUAL OFFICE PHONE (VOP)

- Uniquely assign DID for any of the virtual company customer.
- Be able to answer the calls when a call arrives for the specific virtual company.
- Send SMS to the virtual company owner / contact when a call arrives for them in the office.
- Transfer the call to virtual company owner / contact when a call arrives for them without the calling party knowing that the call is being transferred.
- Store multiple contacts, addresses, information, transactions, history of the current customers.
- Create itemized billing information for multiple customers.

Rising Asia (CRE8 Business Center) is one of our customer , using VOP.



VIRTUAL OFFICE PHONE (VOP)



VIRTUAL OFFICE PHONE (VOP)

VOP Pop-up Screen

PopUp Screen

1 Welcome Message
CRE8 BUSINESS CENTRE

3 Caller ID : **0379065432**

2 Call Options
Answer HangUp

4 DID No. 5353

5 Fax No. 0379555353

6 Extension	7 Name	8 Title	9 Contact No	10 EmailAddress
▶ 205	Charanjit Singh	Managing Director	0122068224	cjit@cre8.com.my
206	Harjinder Singh @ Sunny	Business Centre ...	0173000702	sunnyhs@cre8.com.my
200	Farah Hayana Bt Nofal	Client Relations E...	0192606708	farah@cre8.com.my

11 Company Description
Management

12 General Info
Address :
Suite 1208, Level 12,,Amcorp Tower, Amc
Amcorp Tower, Amcorp Trade Centre,
Petaling Jaya 46050, Malaysia
Tel No : 0379485353
WebSite : www.cre8.com.my

13 MEMO PAD
N/A

14 Status : Connected

15 Exit

16 Edit

17 Clear

VIRTUAL OFFICE PHONE (VOP)

VOP Pop-up Screen

- Welcome Message** – Set an alert message each time the call coming into the virtual company while the virtual company profile opened, then the agent can greet the caller with welcome message of the virtual company name.
- Call Options** - Consists of two options **Answer** and **Hangup**. Agent may click Answer button and answered the call or click Hang-up button to disconnect the call.
- Caller ID** - Caller ID that transmits a caller's number to the called party's Pop-up Screen during the ringing signal. The purpose of this function is to allow the agent to see the telephone Number of the caller.
- DID No** – DID No was done by pulsing the last 4 digits of the number being dialed before connecting the number. The PABX would use these DID digits to switch the call to the right recipient. Which will display under DID No column.
- Fax No** - Display the virtual company fax number.
- Extension** – The function is to Transfer the call to extension number by clicking on the Direct Transfer, Screen Transfer and Executive Transfer button to telephone number or to mobile number.
- Name** – Display the virtual company employees name.
- Title** – Display the virtual company employees job title.
- Contact No** – Display the Mobile phone number, Direct Telephone number and SMS of the virtual company employees.

- Email Address** – Display the virtual company employees email address which enable to send email directly.
- Company Description** - Display virtual company description
- General Info** – indicate the virtual company information, which was referring by the caller.
- Memo Pad** – Can leave a reminder which can help the agent to follow up virtual company employee later.
- Status** – The connection status of the popup screen, will appear on this column.
- Exit** – To exit from virtual company pop-up screen.
- Edit** – Allow the agent to edit the memo pad time to time.
- Clear** - Allow the agent to clear the memo pad completely.

PopUp Screen

Welcome Message

CRE8 BUSINESS CENTRE

Call Options

Answer HangUp

Caller ID : 0379065432

DID No. 5353

Fax No. 0379555353

Extension	Name	Title	Contact No	EmailAddress
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MEMO PAD

N/A

Status : Connected

Exit Edit Clear