



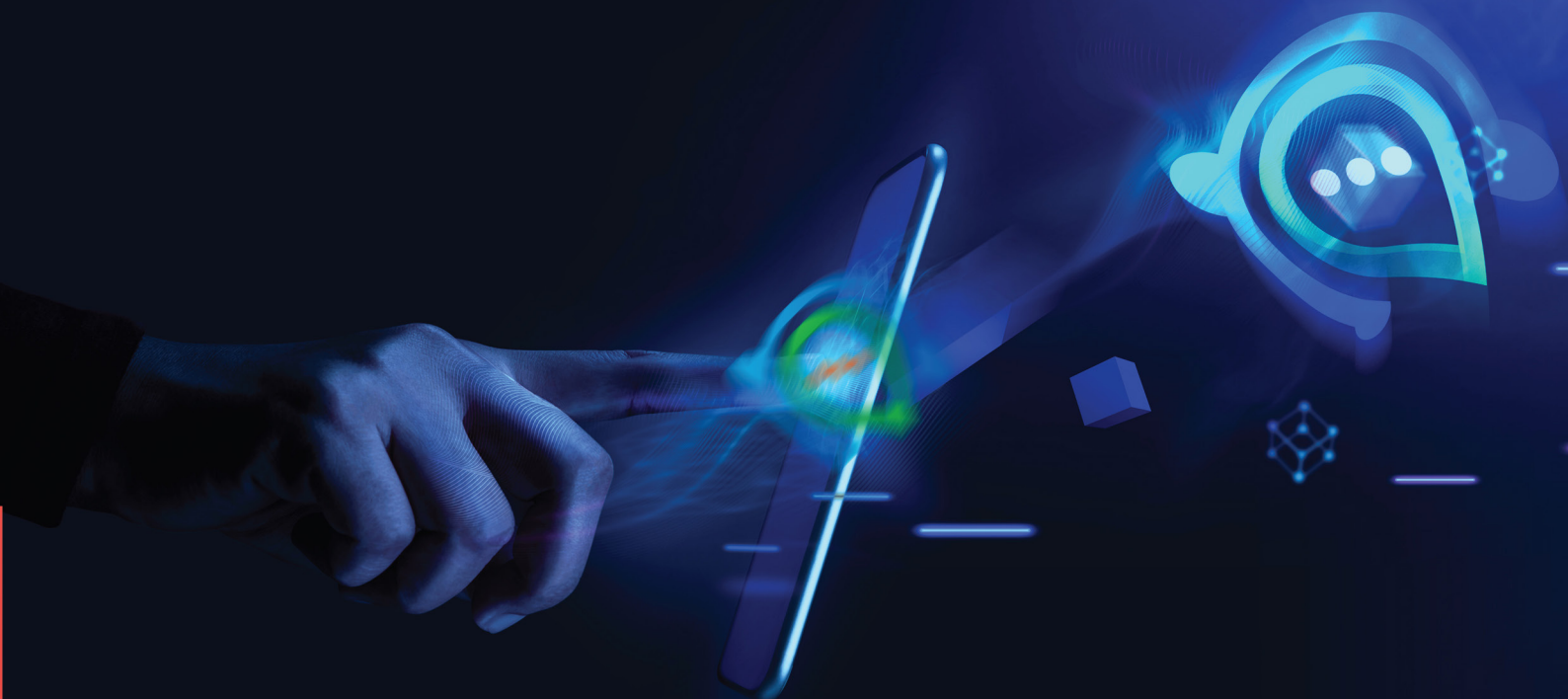
FPT Telecom International

# OnCallCX

Comprehensive Contact Center Solution

**OncallCX** A Contact Center system, which includes technologies and processes, brought together by FPT personnels. OncallCX helps manage and optimize the communication and interaction process between businesses and customers, enhance customer support capabilities, and ensure customers' satisfactions. Ensuring the consistency and quality of the business's services.

*Connecting experiences that matter*



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SOLID PARTNER  
ENHANCED SOLUTIONS







## **FPT TELECOM INTERNATIONAL ONE MEMBER LIMITED COMPANY**

Established on May 22, 2008, FPT Telecom International is a member company of FPT Telecom.

Inheriting the experience and infrastructure of the parent company FPT Telecom – One of the most reliable leading telecommunications service providers in Vietnam, FPT Telecom International has separately since 2008 and is one of the reliable leading telecommunications service providers in Vietnam. We provide customers with flexible IT infrastructure options suitable for each business model, contributing to improve competitiveness and success on the path of business development. Thousands of customers, including leading startups, enterprises and government agencies, have been using FPT Telecom International's services to optimize their costs and speed up the digital transformation process in the most effective way.

**FPT Telecom International** is the most reliable VoIP provider in Vietnam with more than 10 years of experience in the telecommunications, IT and VoIP fields and the large portfolio of products, services and solutions for all businesses. With comprehensive information technology infrastructure and effective solutions from parent company FPT Telecom, businesses can work effectively with their customers.

**FPT Telecom International** is one of the best telecom services providers in Vietnam. We hope to bring strength and flexibility in choosing an IT infrastructure, so you can choose the suitable level of management service for your business, which helps improving the competitiveness and pave the way for your path of success.



CHOOSE THE **ONCALLCX** PACKAGE  
THAT SUITS YOUR BUSINESS

**EASY TO EXPAND - RELIABLE - PROFESSIONAL SYSTEM FEATURES - 24/7/365 SUPPORT - COST SAVINGS**



## PBX UC

Basic PBX service with integrated unified communications for businesses.



## VOICE CONTACT CENTER

Provides a management and monitoring system to help optimize the process of receiving and processing phone calls from customers.



## DIGITAL CONTACT CENTER

Manage and process the requests via diverse messaging channels such as web-chat and social networks.



## OMNICHANNEL CONTACT CENTER

Complete Contact Center service: Combine and manage the multiple contact channels to bring a seamless experience to customers.





## ONCALLCX – THE COMPLETE PRODUCTS

### ECOSYSTEM

A complete "Made by FPT" service ecosystem: Infrastructure, transmission channels, Contact Center system, fixed phone numbers, text message services...

### CALL CENTER

Provide the ability to connect and support a large number of customers, help managing and allocating, follow the real time calls of each agent.

### TICKET SYSTEM

Ticket templates are diverse, flexible and customizable according to the unique needs of each business. Help managing the process of supporting your customers seamlessly and effectively.

### MULTI-CHANNEL

Integrate the multi-channel platforms (Conversation, SMS, Email, Website, Facebook, Zalo, Whatsapp) in one interface, helping Agents interact and handle all customers' requests and responses seamlessly and consistently.

### CAMPAIGN MANAGEMENT

Improve the business efficiency of your business with automated campaigns via voice, SMS, and email channels, and promote the exploitation of customers' potential service needs.

### CRM INTEGRATION

Provide strong intergrated tools (API, CTI, Connector,...), ready to intergrate to the systems such as CRM, ERP, and the other applications of your business, optimize the processes and increase work efficiency.



## Feature comparison table between packages

### FEATURES

PBX UC

Voice  
Contact Center

Digital  
Contact Center

OmniChannel  
Contact Center

#### UCAAS SERVICE

##### 1. Virtual PBX

Multi-level IVR	✓	✓	✓	✓
Audio Conferencing	✓	✓	✓	✓
Time of Day Routing	✓	✓	✓	✓
Day of Year Routing	✓	✓	✓	✓
Voicemail	✓	✓	✓	✓
Follow-me Call Routing	✓	✓	✓	✓
Hunt Group	✓	✓	✓	✓
Real-time Billing	✓	✓	✓	✓
Call Forwarding, Call Waiting, Call Pickup, Call Park etc...	✓	✓	✓	✓
Call Forking	✓	✓	✓	✓
MS Teams applet OncallCX	✓	✓	✓	✓
Call Recording	✓	✓	✓	✓
Whitelist and Blacklist Functions	✓	✓	✓	✓
Network Class of Services	✓	✓	✓	✓
Auto-Provisioning	✓	✓	✓	✓
PBX Topstop	✓	✓	✓	✓
Click to Call	✓	✓	✓	✓

##### 2. Unified Communication

Secure Messaging	✓	✓	✓	✓
Secure Video Conference	✓	✓	✓	✓
Web Click to Call	✓	✓	✓	✓
UC Desktop (Windows and MacOS) client	✓	✓	✓	✓
UC Mobile applications for iOS and Android	✓	✓	✓	✓

#### CCAAS SERVICE

##### 3. Channel

PSTN Voice	✓			✓
SMS (1 Connector)			✓	✓
Email (1 Domain)			✓	✓
Website - Live Chat (1 Website)	✓		✓	✓
Website - Click to call (1 Website)			✓	✓
Website - Co-browsing (Shadow Page Implementation)			✓	✓
Facebook Chat (1 Business Account)			✓	✓
Zalo Chat (1 Official Account)			✓	✓
WhatsApp Chat (1 Business Account)			✓	✓

##### 4. Standard Features

Multi-level IVR (1 IVR Tree)	✓			✓
Queuing	✓		✓	✓
Wallboard	✓		✓	✓
Call Handling	✓			✓
Agent Status Monitoring	✓		✓	✓
Call Recording	✓			✓
Calling Features	✓			✓

##### 5. Call Center Management

Add/Remove Agents	✓		✓	✓
Assign Communication Channels to Agent			✓	✓
Define Skillset for Agent	✓		✓	✓



## Feature comparison table between packages

FEATURES	PBX UC	Voice Contact Center	Digital Contact Center	OmniChannel Contact Center
<b>6. Contact Management</b>				
Multiple Customer Management templates		✓	✓	✓
Create, Edit, Remove Contacts		✓	✓	✓
Display Customer Information for Incoming Calls		✓		✓
Import Customer Contact Data to System		✓	✓	✓
Export Customer Contact Data from System		✓	✓	✓
<b>7. Ticketing System</b>				
Multiple Ticketing Templates		✓	✓	✓
Create, Edit Tickets		✓	✓	✓
Ticket Assignment to Agent with Notifications		✓	✓	✓
<b>8. Knowledge Base</b>				
Create, Edit Knowledge Base		✓	✓	✓
Create Article Number for Knowledge Base Items		✓	✓	✓
Import/Export Knowledge Base		✓	✓	✓
<b>9. Queue Routing</b>				
Based on Customer Types		✓	✓	✓
Based on Agent's Skillset		✓		✓
Based on Timebands		✓		✓
Based on Most Idle Agent		✓		✓
<b>10. Soft Client</b>				
Web Application supporting Chrome, Firefox, Edge Browsers		✓	✓	✓
Mobile Application on iOS and Android		✓	✓	✓
<b>11. Supervisor/ Operator Features</b>				
Agent Management		✓	✓	✓
Call Whisper, Call Barge-in, and Call Monitoring		✓		✓
Multiple Wallboard templates		✓	✓	✓
Agent Activity Overview		✓	✓	✓
Create Campaign		✓	✓	✓
<b>12. Campaign</b>				
Voice Campaign supporting Preview dialler, Progressive dialler		✓		✓
SMS Campaign			✓	✓
Email Campaign			✓	✓
<b>13. Historical Reports</b>				
Inbound Statistic Report		✓	✓	✓
SLA Statistic Report		✓	✓	✓
Ticketing Report		✓	✓	✓
Campaign Report		✓	✓	✓
Agent Performance Report		✓	✓	✓





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High tech  
Strong human resources  
Experience and specialization