Week 2: RFP Outline/draft

ACD-IP PBX Request for Proposal (RFP) Outline

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**Introduction**

In mandate to have an effective and efficient call center, an operative framework needs to be engaged into outcome, or organized. Subsequently assessing the requirements for ABC Corporation, and its requirements in respects to a VoIP-based “IP PBX solution”, and few attentive investigation into the area.

I. **Avaya**

A. **Connectivity** **and** **Experience**

 I. Knowledge of Corporation

 II. ACD built on Windows

 III. Connectivity

B. **Multimedia Support**

I. E-Mail

II. Chat

III. Voice Mail

IV. IVR

V. Outbound dial

VI. CTI

VII. URL

VIII. CRM support

II. **Genesys**

A. **Experience and Connectivity**

I. Knowledge of Corporation

II. ACD built on Windows

III. Connectivity

B. **Multimedia Support**

I. E-Mail

II. Chat

III. Voice Mail

IV. IVR

V. Outbound dial

VI. CTI

VII. URL

VIII. CRM support (genesys, 2016)

III. **Interactive Intelligence**

A. **Experience and Connectivity**

I. Knowledge of Corporation

II. ACD built on Windows

III. Connectivity

B. **Multimedia Support**

I. E-Mail

II. Chat

III. Voice Mail

IV. IVR

V. Outbound dial

VI. CTI

VII. URL

VIII. CRM support ( Interactive Connect, 2014)

IV**. Mitel**

 **A. Experience and Connectivity**

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 **B. Multimedia Support**

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VIII. CRM support

V. **Siemens**

**A. Experience and Connectivity**

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VII. URL

VIII. CRM support (slideshare, 2009)

**Conclusion**

After some investigation in discovering an “IP-PBX solution” for the corporation, it is concluded that the PBX framework to be installed for the corporation’s innovative “call center” would be the above mentioned choices depends upon the features and needs fulfilment of the client company (avaya, 2014).

# **References**

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