

Our GWM(Thailand) is looking for supplier who interested to join our Bidding project below. Please contact our Tender Department: Pimonwan 065-5022656
 You can follow us on GWM Thailand Tender / Facebook. We will update the new bidding information on there.

Bidding Project Information

1. Project Name
Malaysia Call-Center Project
2. Tender Contact
Pimonwan, TEL:065-5022656, E-mail:Pimonwan@gwm.co.th
3. Project Overview
According to the Malay brand launch and product launch plan, the call center construction needs to be completed before the brand launch.
4. The Bidding Scope
<ol style="list-style-type: none"> 1. Call center system development and maintenance service 2. call center facility and equipment 3. call center service agent
5. Technical Requirements
<p>delivery date: finish call center system development and supporting facility furnishing, service agent dispatched by supplier shall come to work on June, 2022 Cloud Contact Centertechnical requirements as follow:</p> <ol style="list-style-type: none"> 1. Agent traffic system requirements In addition to traditional fundamental call center functions, also under the new business model it should be able to support multi-channel communication and interaction with customer 2. headset: noisecancelling 3. PC: FHD and Wide Viewing Angle and all in one 4. manpower: They can be hired for both longterm and short-term projects. Such as doing special activities with a clearly defined activity period, such as Telesurvey, Tele-sales, Follow-up, Direct Mail, Feed-back, Followup, or supervise various marketing activities
6. Supplier Qualification Requirements
<ol style="list-style-type: none"> 1. The company that provides services in CRM, Contact Center Outsourcing & System, as well as market research and database management. To make current business operations understand customer relationship management service program and. In the Contact Center business, as well as consultants in the CRM Solution business. 2. Platform for managing connections For Mainstream social media products, support complex production and distribution cycles, both in technology and business, such as , the connection capability of the FB-GWM official account can realize online customer consultation and complaint acceptance, etc., B-Call acceptance of the car-connected system, etc. 3. business license issued by government is must
7. Experience Requirements
No bad business records in the 3 years before bidding
8. Due Date
7-Mar-22