



GST No: 27ATYPK5587H1ZQ

Proposal

BULK SMS/Whatsapp Bot/Voice call/RO/ Hospital Management

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OMEGA TELESOLUTIONS

OMEGA TELESOLUTIONS was founded with the vision of producing innovative and affordable IT Enabled solutions to enable humanity to explore the opportunities and services we provide. To realize this vision, we will continually communicate with, and learn from our Customers, in order to improve our products and services. And, we will keep tune with the technology, no matter how fast it moves, to ensure our Customers always have the best service available to them.

OMEGA TELESOLUTIONS is located in Central India (Nagpur), was established in 2007 as an Information Technology Enabled Service (ITES) provider Company. The Company has established in the industry by its highly dedicated Professionals to provide total IT enabled solutions under one roof. OMEGA TELESOLUTIONS possesses the latest technology to deliver excellent quality service with best turnaround time.

We are into state-of-art infrastructure with high end PC's and dedicated server which, enables us to be competitive both in the domestic and the global market.

Exceptional functional and technical expertise coupled with extensive industry knowledge makes OMEGA TELESOLUTIONS the ideal choice for the customers or clients to manage their outsourced assignments.

The company provides bulk mobile (*push*) messaging solutions (**SMS**) to our varied Business clients, resolving their different needs through web based IT applications. The major segments that we effectively cover are Stock Market, Automobile Industries, Tours & Travel Industries, News Media, Insurance Co., Financial Institution, Educational Institutes, Hotel Industries, Garment Industries, FMCG's etc. thereby offering a wide range of quick and immediate bulk text messaging solutions to all networks in India.

OMEGA TELESOLUTIONS is also into web designing and into marketing and selling of school related systems. We specialize as campaigners- assisting you to communicate quickly and help in Sales & Advertising with a sense of customer support and care. We follow global data security standards and offer a trusted environment.

Our Services

SMS services :

- ❏ Bulk SMS
- ❏ 5 Digit Short code Applications
- ❏ Long Code Applications(Ten digit Code)
- ❏ Missed Call Alerts
- ❏ Voice Calling
- ❏ Bulk Email Marketing
- ❏ Cellular Events and Promotions etc.
- ❏ Toll Free Number
- ❏ Whatsapp Promotion
- ❏ Databased Promotion
- ❏ Email Marketing
- ❏ Website Developmen

SMS Broadcasting

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Today in this IT world, we have hardly seen any people without mobile phone. The Number of Subscribers can increasing everyday. Today 85% of Indian Population are using mobile phones.

It is here that the advertiser gets a new platform to reach potential customers through SMS Marketing or Mobile Marketing. Mobile Marketing is an innovative technique that enables organizations to communicate and engage with their audience/customers in an interactive and relevant manner through any mobile device or network.

SMS broadcasting is service by which we deliver our message to each mobile subscriber & It's cover maximum number of people then any other medium.

Wide Choice of SMS

- ☐ **Transactional SMS.** Contents Prescribe by TRAI can be send thru Transactional route. Its an Instant delivery on DND numbers also with delivery 24X7.

Connectivity Option

- ☐ **Web Based:** A very easy to use web application that enables you to send sms by logging to your web based Interface.
- ☐ **HTTP API :** A API is used to Integrate Messaging platform into another users application. It is very easy to integrate & has compatibility with all programming languages
- ☐ **SMPP:** Widely use to send Bulk SMS Volumes or for SMS Aggregators thru open source messaging protocol

Benefits of SMS Broadcasting Or Awareness:

- a) Awareness regarding Social distancing
- b) Security Awareness not to touch any unwanted things or Materials to avoid Accidents.
- c) SMS can be sent in regional (MARATHI) language & multiple languages e.g. English, Hindi etc
- d) Delivery of text message is almost immediate i.e. it is the fastest means of communication
- e) Most Interactive & highly Responsive means of communication giving almost immediate results
- f) Delivery to all cellular circles and Networks in India
- g) Customized messages to various mobiles can be sent with a single click
- h) Targeting range is very flexible we can target one to thousands of thousand peoples
- i) Real time report of deliver of our message.
- j) SMS offers larger geographic reach ensuring a better market coverage area.

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Voice calls

Voice broadcasting is service by which we deliver our voice message via phone call to each mobile subscriber & its cover maximum number of people then any other medium

Benefits of Voice Broadcasting Or Awareness:

- ☒ Proactive approach, we can deliver information, message when we want.
- ☒ Valuable information In Voice of Nilesh Sir regarding public awareness for COVID-19 Such as Social Distancing, Compulsory Mask ,Avoiding Moving to Crowded Places.
- ☒ Security Messages regarding avoiding touching unwanted things
- ☒ Can be Send in Local Language also(Hindi/Marathi)
- ☒ Highest penetration then other mass communication medium.
- ☒ Cost involve only if voice call is listen by user.
- ☒ Quick medium for approach.
- ☒ Targeting range is very flexible we can target one to thousands of thousand peoples
- ☒ Voice call from our own Portal Number to all Numbers irrespective of any operator.
- ☒ Effective & easy to use panel.
- ☒ Working with all leading operator with own our voice Platform along with in-house specialized Team.
- ☒ Retry System to get maximum result.
- ☒ Actual Delivery report for each valuable Number.

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Whatsapp BOT Introduction

Omega Telesolutions., is a Communication Platform company focused on building customer Engagement via Chat BoTs across various communication channels.

At Omega Telesolutions Platforms, we specialize in providing comprehensive CPaaS solutions, with a particular focus on developing advanced omni-channel chatbots. Our platform enables businesses to integrate chatbot capabilities across multiple channels, including websites, mobile apps, social media platforms, and messaging applications, like WhatsApp, Telegram, Viber and communication channels like SMS, RCS allowing you to engage with customers wherever they are, providing a seamless and personalized experience.

Considering the flexibility our platform offers we call our offering as "Flexi Bot" we understand the transformative power of omni-channel chatbots in driving effective communication and exceptional customer experiences. Our expertise is developing & integrating chatbots across multiple channels, we can help you in revolutionize your business communication strategy. Partnering with Flexi BoT. Our goal is to will empower you to engage with your end users (customers / citizens) in a personalized, efficient, & scalable manner.

Objectives

Our goal is to empower Enterprises to engage with their customers in a personalized, efficient, and scalable manner, ultimately leading to increased customer satisfaction, and improved operational efficiency, and success for Enterprise.

Flexi BoT is an omni-channel chatbot and is offered to deliver exceptional Customer experience when they interact with various Departments. We are doing this by leveraging artificial intelligence (AI) technologies, our chatbots can understand and respond to customer inquiries in real-time, providing personalized and relevant information across various channels. This level of responsiveness and personalized interaction leads to increased customer satisfaction and capturing right inputs for the Enterprise.

☐ Enhance Customer Experience

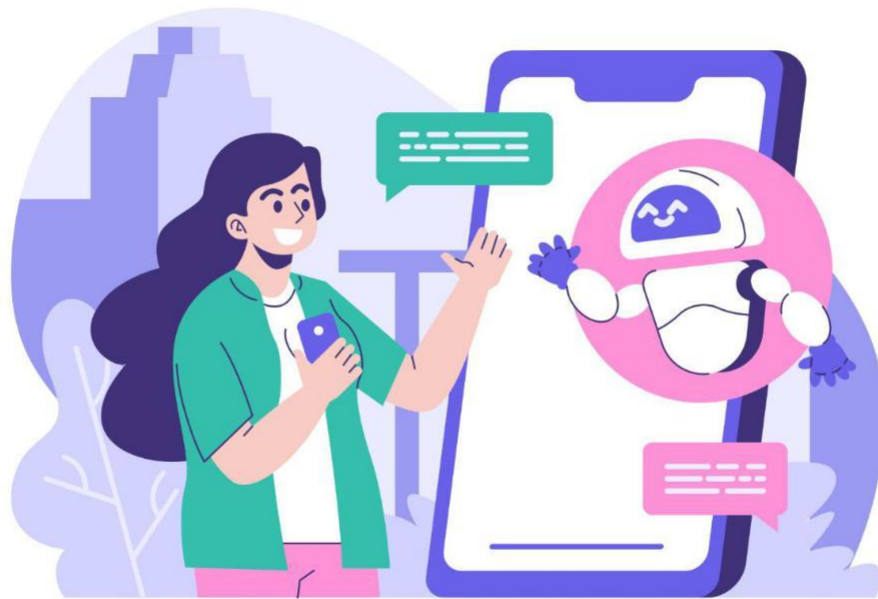
☐ Increase engagement

☐ Data Driven Insights

☐ Measure metrics

Business Overview

We understand the importance of efficient and user-friendly digital services for Enterprises. Our Chat Bot Solution aims to revolutionize customer interaction across various use cases like Sales & Marketing, Operations, Service issues or even Grievances for respective organizations. With our expertise and cutting-edge technology, we are confident that our solution will meet your requirements and objectives.



Solution Features

Intelligent Chat Bot

It can handle a wide range of questions, provide accurate information, and assist customers in accessing your services effortlessly.

Our Chat Bot also supports natural language processing (NLP) algorithms to understand and respond to customer queries effectively this is done via Open AI integration. May note that We are not including the same in the 1st phase to ensure the user experience is simple and we can include this at additional cost incase if you want to further enhance customer response.

Multi Channel Support

Our Chat Bot is designed to be available across various platforms, including websites, mobile applications, and social media channels.

This ensures that customers can interact with the Chat Bot through their preferred channels, enhancing accessibility and convenience.

Current scope considered for below given cost is **website BoT**.

Integration Capabilities:

We can integrate the Chat Bot with your existing systems and databases, allowing it to retrieve real-time information and provide personalized responses (The details of needs to be reviewed and scope + any commercial charges for integration can be proposed post that)

Integration with backend systems will enable customers to perform transactions, access forms, track applications, and more, directly through the Chat Bot interface.

Analytics and Insights:

Our solution includes comprehensive analytics and reporting capabilities, providing valuable insights into customer preferences

These insights can help Enterprises to optimize its services, identify bottlenecks, and enhance citizen engagement.

Scalability and Customization:

Our Chat Bot solution is designed to scale seamlessly as the user base grows, ensuring uninterrupted service and minimal infrastructure requirements.

We will work with your team to tailor the Chat Bot's features, branding, and voice to align with the organization's unique needs and objectives.

Scope of Work

Requirements Gathering:

We will conduct in-depth discussions and workshop if required with Account stakeholders to understand the specific goals, target audience, and desired functionalities of the Chat Bot. Our team will work closely with your account to identify the key services, information, and processes that the Chat Bot should support.

Chat Bot Development:

You can either Build the BoT on your own or can ask our expert developers will build a robust and scalable Chat Bot solution based on the gathered requirements (it's an optional service and can be opted with additional Managed Service cost).

We will utilize algorithms and machine learning techniques to enable the Chat Bot to understand and respond to customer queries effectively.

The Chat Bot's development will include creating conversational flows, designing a user-friendly interface. Note : integrating it with Enterprise's backend systems is to be reviewed and agreed basis effort estimation and any commercial impact.

Multi-Channel Integration:

We will configure the Chat Bot to function seamlessly on multiple channels, including the customer website, WhatsApp, and other preferred communication platforms.

The Chat Bot will be embedded on the customer website, enabling there end customers to access its services directly from the site.

Additionally, customers will be able to interact with the Chat Bot through WhatsApp Business API, providing a convenient and familiar platform for communication (WhatsApp Business API or WhatsApp platform cost is borne by the customer directly)

Backend Integration:

Our team will understand the data set required for data inptuts and further connect to Enterprise's backend systems through API.

Integration will enable the Chat Bot to retrieve real-time information, process transactions, access forms, and provide personalized responses to citizen queries.

The backend integration will ensure that citizens can seamlessly perform various tasks through the Chat Bot interface.

Knowledge Base Development:

Building & updating Knowledge base is one of the key aspect to improve conversational and Chat BoT efficiency. We will be happy to guide the subject matter experts from your company to develop a comprehensive knowledge base for the Chat Bot.

The knowledge base can include frequently asked questions, relevant information, procedural details, and any other content required to provide accurate responses and guidance to customers.

You may have to ensure that the knowledge base is regularly updated to reflect any changes in your services and policies or offerings.

Open AI integration

The current scope does not include the OPEN AI integration but, we have kept the provision that going forward if you decide to integrate OPEN AI capability we will be able to integrate it and support the ask (at additional cost basis effort estimation).

The training process will enhance the Chat Bot's ability to understand citizen queries, accurately interpret intent, and provide relevant and contextual responses.

○

User Interface Design:

You may choose to self-design and implement the Chat BoT or opt for our experienced designers will create an intuitive and visually appealing user interface for the Chat Bot across

- website, WhtasApp Business API or other opted channels.

The user interface will prioritize ease of use, allowing customers to navigate through options and access services effortlessly.

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Analytics and Reporting:

We will implement standard reporting capabilities with the Chat Bot solution.

- Enterprises have access to comprehensive reports on user interactions, channels and conversation metrics in the web panel.

These insights enable Enterprises to continually improve the Chat Bot's performance, optimize service delivery, and enhance customer experience.

Typical Metrics are :

- Total BoT Users
- New users
- Active users
- Daily Average Users
- Sent Messages
- Received Messages
- Channel wise New BoT users

Testing and Quality Assurance:

- Once the BoT is handed over. The customer team is responsible to conduct testing of the Chat Bot solution to ensure its functionality, accuracy, and reliability.

We suggest to perform both manual and automated testing, including scenario-based testing, usability testing, and performance testing, to identify and address any issues or inconsistencies.

Deployment and Training:

Upon successful testing, we will deploy the Chat Bot solution to the production environment, however rental will be live during testing period.

We will provide comprehensive web training to Enterprise staff on managing and maintaining the Chat Bot.

Ongoing Support and Maintenance:

Our partnership extends beyond the implementation phase. We offer comprehensive support and web maintenance services to ensure the Chat Bot operates at performance.

Our dedicated team of experts will support to address any issues, and provide timely updates to enhance functionality and address evolving requirements.

Continuous Improvement and Optimization:

We are committed to a long-term partnership with you, and will actively work with you to monitor and optimize the performance of the Chat Bot solution. However, it involves time and any major change (more than 5 nodes) or update for more than once a quarter will incur additional charges.

Security and Privacy:

We understand the importance of maintaining the security and privacy of citizen data. Our Chat Bot solution will adhere to industry best practices and comply with relevant data protection regulations.

We observe robust security measures, for data anonymization, to ensure the confidentiality and integrity of citizen

information.

Project Management and Communication:

Throughout the project, we will assign an account manager / Customer Success Manager who will serve as the Primary point of contact for your account.

For onboarding we will assign one Project manager, who will facilitate regular communication, provide status updates, and ensure that the project remains on track and aligned with your expectations.

Timeline :

Upon acceptance of our proposal, we will initiate the project immediately once we have written consent, SoW, Mandatory Documentation (Advance Payment if applicable as per terms) and PO from you. The estimated timeline for the complete implementation of the Chat Bot solution, including all the mentioned scope of work, is approximately 15 days. We are committed to delivering the project within agreed-upon deadlines without compromising on quality.

Sub : Quotation for RO Based Water Treatment Plant RO 50 LPH SS per hour.

Dear Sir/Madam,

Greetings from Omega Telesolutions

At the outset I profusely thank you for your time and attention. We at Omega Telesolutions solicit your precious time to introduce ourselves and our outstanding line of water softeners, domestic as well as commercial reverse osmosis based water treatment products. We are committed to unique customer experience, and delivering the highest standards of reliability and quality with all of our products. As a part of the complete customer care relationship, we provide intuitive, comprehensive onsite service for our system after warranty also. True, our products are recognized for reliability, but imagine being able to view all details of the products about our system, - all with the click of the mouse. We hope to cater to all your future water treatment requirements.

Thanking you

anticipation,

Truly yours,

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