

**“SATCOMS AND NAVIGATION AT THE SERVICE OF THE CITIZEN”**

**Cooperation Proposal Form**

**Company/Entity NAME** VF INTELGROUP Ltd

*Call & Contact Center Services*

**DETAILS**

*Address: X. SMYRNIS 6 - 164 52 ARGYROUPOLI - Athens - Greece*

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*E-mail: [vf@intelgroup.gr](mailto:vf@intelgroup.gr)*

*Company www address: [www.intelgroup.gr](http://www.intelgroup.gr)*

*Contact person: Mr. Andreas Fois - Mr. Venakis Thomas*

**TYPE OF ENTITY (Please tick the relevant box(es) )**

User  Industry Government

<b>INTEREST IN: (Please overtype the example text given below)</b>				
<b>Program</b>	<b>Subject/ Title (SPACE, SECURITY, GALILEO)</b>	<b>Call reference</b>	<b>Deadline for proposal</b>	<b>Type of Partner needed (please underline as applicable)</b>
<b>Other type of Cooperation [3]</b>	<i>Telecom Services</i>		<i>29/02/2008</i>	<i>Expert</i>

[1] Please indicate for which program (eg. ARTES 1,3,4) and indicate EMITS reference as applicable.

[2] Please indicate interest for a specific national call in GR or FR e.g. in the area of Transport, Telecoms, Defense etc.

[3] Please define type and provide details: it may be in the frame of other, existing cooperation schemes, PPP, etc.

**REQUESTED PARTNER:**

*We are seeking a relevant authority expertise in Telecommunications (for Reducing calling cost through IP technology) – also a web CRM software and hardware add-ons (We already have a server and a PBX center) where necessary for achieving business with Remote Agents- Remote Monitoring – Virtual Contact Centers and Satellite or Cable communications through optical fibers with multiple channels (Voice, fax, web, e-mail, chat and video – ip voice) – Real time view of entire enterprise by normalizing heterogeneous environment (Public Network, IVR, ACD, PBX, Call Center and Remote Agents, ICR, CTI links. Also call treatment processing with remote and non remote agent selection and queuing, reporting etc.*