Company	VisionTech Pte Ltd
Digital Solution Name & Version Number[1]	AI Customer Engagement - Package 3: AICustomerService (Call)
Appointment Start Date	20 February 2025

wef. 17 July 2025

Standard Packaged Solution (ie. Minimum items to be purchased)

Cost Item	Unit Cost ($)	Unit	Quantity	Subtotal ($)	Qualifying Cost * ($)
1) Software This solution is for the purpose of Customer Service where - The AI provides a 24/7 support to users by communicate through phone call - AI will capture requirements and create ticket on the system for next steps to be taken by the support agents - Alternatively, AI will can escalate the communicate to a live agent by routing the call to a live agent hotline - The AI can also provide advice as to how can they resolve their issues 1) Software AICustomerService (Call) Version 1 (1 phone number) - KYC will be provided by the customer to get the number approved Module includes - Fixed guided journey - Fixed user verification - Ticket management -- Ticket categorisation -- Ticket prioritisation -- Assignee assignment - Data management -- Assignee assignment -- Upload data and FAQ - Status update -- Notifications and alerts -- Status updates - Escalation criteria		per year	1.00		
- Support -- Hosting maintenance & support -- Number of call mins per month: 5,000		-	0.00		
2) Hardware Not Applicable					
3) Professional Services Software onboarding		per man day	1.00		
System setup and configuration for ticket management and communication channel setup (Call)		per man hour	6.00		
FAQ configuration		per man hour	4.00		
UAT and Go Live Support		per man hour	5.00		
4) Training System training		per man hour	4.00		
5) Others Not Applicable					
			Total	$ 18,000.00	$ 15,200.00

[1] A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999
* Qualifying cost refers to the supportable cost to be co-funded under the grant