

Company	VisionTech Pte Ltd
Digital Solution Name & Version Number¹	AI Customer Engagement - Package 5: AICustomerEngagement (Chat)
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* (\$)
<p>1) Software</p> <p>This solution is for the purpose of engaging with customers where</p> <ul style="list-style-type: none"> - Allow for user to communicate with the company 24/7 using whatsapp or telegram - Address any enquiries that the user may have - Arrange for appointment or make payments <p>1) Software</p> <p>AIEngagement (Chat) Version 1 (1 Whatsapp and 1 Telegram user account)</p> <p>Module includes</p> <ul style="list-style-type: none"> - Guided journey - Fixed user journey - Manage enquiries - FAQ Knowledge base - SOP / Policies knowledge base - Recommendations - Product tagging - Appointments - In-build calendar - Google or teams calendar - Set reminders - Broadcast - Pre-determined customer group - Pre-determined templates - Customised message templates - Products - Add-to-cart & checkout - Stripe and paynow integration - Data management - Data synchronisation <ul style="list-style-type: none"> - Support - Hosting maintenance & support - Number of conversations per month: 2,000 - Number of broadcasts per month: 1,000 - Number of words generated per month: 2,000,000 		per year	1.00		
2) Hardware					
Not Applicable					
3) Professional Services					
Software onboarding		per man day	1.00		
System setup and configuration for lead management and communication channel setup (Whatsapp and telegram)		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