STANDARD OPERATING PROCEDURE (SOP)

CONFERENCE BRIDGE

1. Call the telephone number we assigned, for e.g. **04 564 3211**
2. IVR will be played stating: "Please Enter the Conference Pin Number.
3. Key in the Pin Number provided. In the conference, there will be 2 kinds of PIN available which is User and Admin PIN Number. Only with the Admin PIN Number, all the users be bridged into the conference.
4. After Key in the PIN, speak your name and press **#** key and wait for the users or admin to join.
5. After admin/users have joined the conference bridge, the discussion may start and it can be end by hanging up the phone.

Voice over Internet Protocol (VoIP)

Optimizing business processes through modern communication tools.

Cloud IP Telephony Services	On-Premise IP-PABX System	Cost Saving Gateway (SIP Trunking)
Zero Investment **Feature Rich** Highly Flexible	Zero License Cost **Multi-Site** High Availability	Save up to 90% **Scalable Lines** High Quality
Computer Telephony Integration	Contact Center Solution	Global Reachability (Int'l DID)
CRM, ERP, PMS **Custom Solutions** Payment Gateway	Inbound ACD **Omni-Channel** Outbound Dialers	14 Local States **70 Countries** Quick Setup