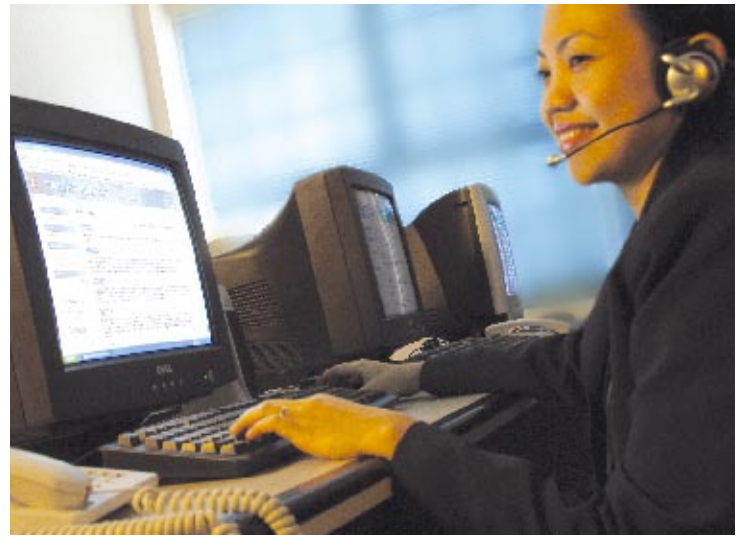


CallTRACKS (Call Tracking System)

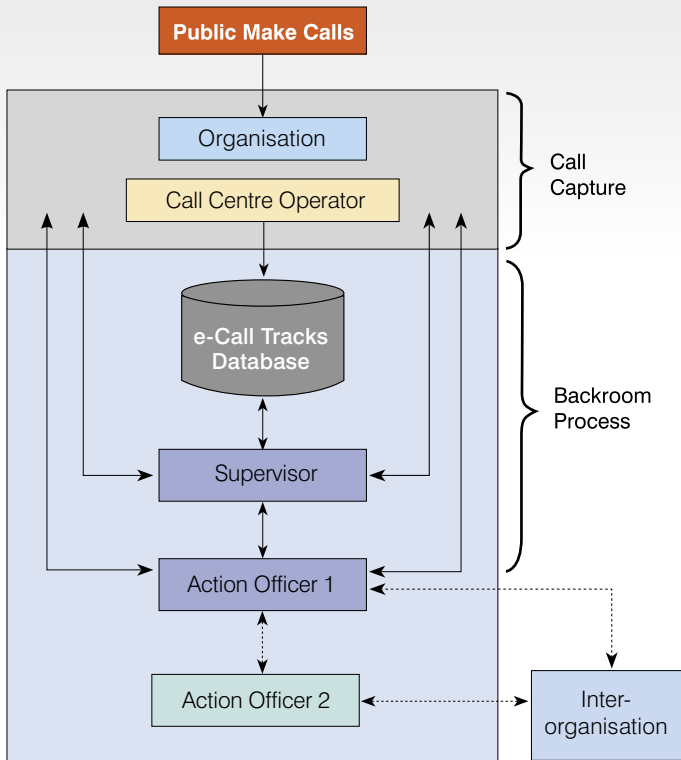
“CallTRACKS manages customer calls and offers a systematic workflow to enhance and optimise the customer service centre”

Call Tracking Systems (CallTRACKS) is a centrally managed system that can record call, route the call, and track the progress of each call.

We Care 24 hours a day...



CallTRACKS Workflow Chart



Benefits

- Helps to manage calls efficiently, thus provides speedier response to public
- Assists to monitor and follow-up on pending cases

Functionalities

Record Call

- Calls received via telephone, fax, postal mail or e-mail
- Enter caller's details and comments

Backroom Process

- Call Routing
- Call Action
- Call Tracking
- Call Solving
- Call Closing

SARAWAK INFORMATION SYSTEMS SDN BHD

Head Office:

Level 3, Wisma Bapa Malaysia
 Petra Jaya, 93502 Kuching, Sarawak, MALAYSIA
 Tel: (60) 82-444199 Fax: (60) 82-444211

Call Centre:

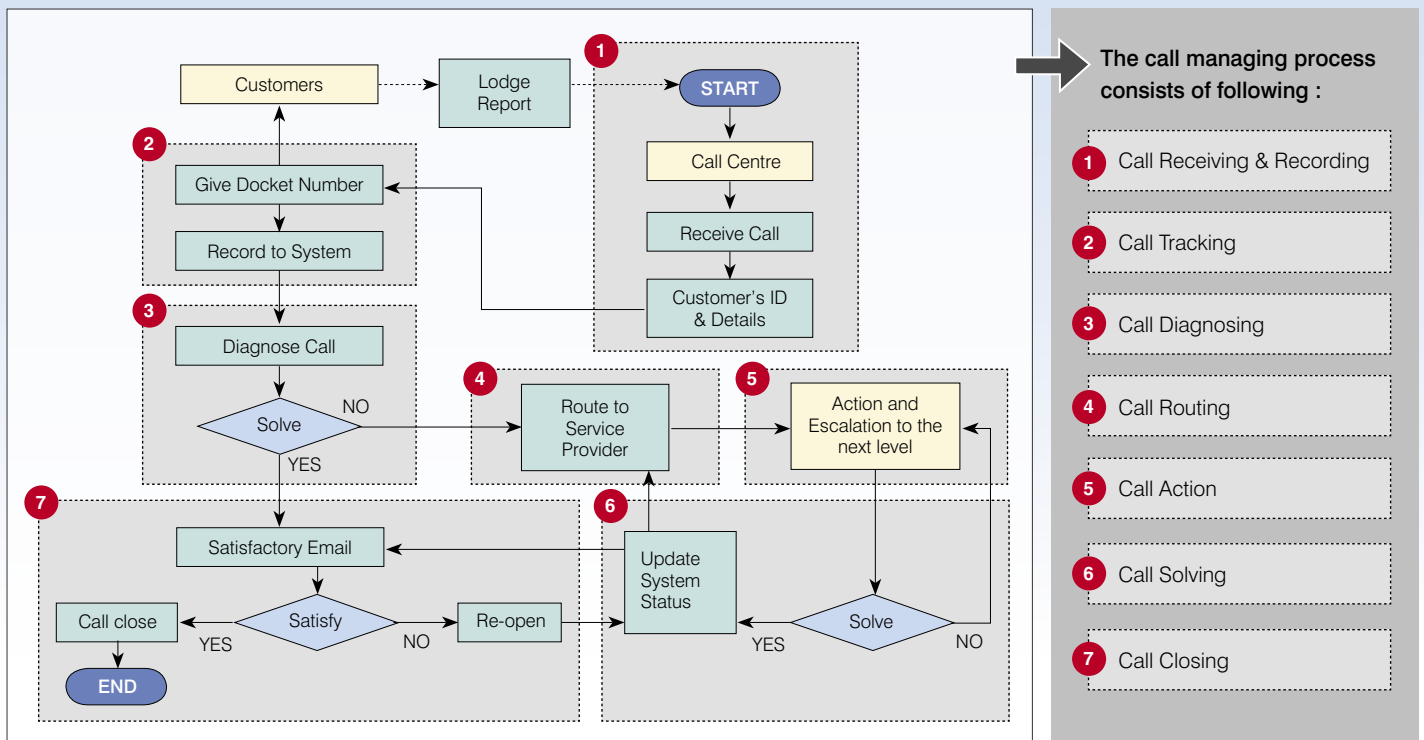
Tel: (60) 82-236633 Fax: (60) 82-235522
 Email: helpdesk@sains.com.my

Business Enquiries:

Tel: (60) 82-426733 Fax: (60) 82-423533
 Direct Line: (60) 82-422472
 Email: service@sains.com.my

Call Managing Process

Customer calls are managed from the receiving point until the closing of call



Call Centre Outsourcing



We manage the operation of **TALIKHIDMAT**, the citizen helpline, for the State Government of Sarawak

- TALIKHIDMAT, a one-stop service centre to reach the SARAWAK GOVERNMENT. It facilitates and simplifies communication between the public and all government agencies in the State of Sarawak.
- TALIKHIDMAT enables efficient routing of cases to relevant government agencies to ensure faster response to public complaints.
- The public can reach TALIKHIDMAT via telephone or online. The online service allows you to lodge complaints, attach photo and check status of cases.



Public Service Help Line
TALIKHIDMAT 555999

Operate 24 x 7 Statewide

Telephone: 555999 (throughout Sarawak)
 Fax: 555888 (throughout Sarawak)
 Email: 555999@sarawaknet.com.my
 Web sites: <http://talikhidmat.sarawaknet.com.my>