

Samira Nawrin

From: SiddiqueeMuhaimen
Sent: Tuesday, June 20, 2023 10:47 AM
To: shama
Cc: Arafat Topon; MD. SAIFUL ALAM; Tushar Kanti Dewanjee; Samira Nawrin; SanglapMosallin; HasanMohammad Kamrul; Dinesh B
Subject: Re: [External Mail]Re: IVR Recording 2023 RFQ

Okay.

Please share execution timeline and execute quickly.

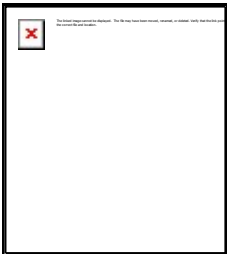
From: shama <shama.lietoeye@gmail.com>
Date: Monday, 19 June, 2023 4:50 PM
To: SiddiqueeMuhaimen <smuhaimen@xiaomi.com>
Cc: Arafat Topon <arafat@lietoeye.com>, "MD. SAIFUL ALAM" <saiful@xiaomi.com>, Tushar Kanti Dewanjee <tusharkanti@xiaomi.com>, Samira Nawrin <samiranawrin@xiaomi.com>, SanglapMosallin <mosallins@xiaomi.com>, HasanMohammad Kamrul <kamrul@xiaomi.com>, Dinesh B <dineshb@xiaomi.com>
Subject: Re: FW: [External Mail]Re: IVR Recording 2023 RFQ

[External Email] This message originated from outside of XIAOMI. Please treat this email with caution. If you have any questions about email security, please forward the email to misec@xiaomi.com for feedback.

Dear Muhaimen Bhai,

I'm sharing the final estimation for IVR recording. Please give us the go-ahead to proceed further.

Best Regards,
Shaimah Akter Shama
Sr. Executive, Client Service
Phone: +8801682554337



On Thu, 15 Jun 2023 at 18:41, shama <shama.lietoeye@gmail.com> wrote:

Dear Dinesh Bhai,

I hope everything is going well. I'm sharing the revised budget here. Please have a look.

Best Regards,
Shaimah Akter Shama
Sr. Executive, Client Service
Phone: +8801682554337



On Sun, 11 Jun 2023 at 21:50, shama <shama.lietoeye@gmail.com> wrote:

Dear Muhaimen Bhai,

I'm sharing the revised budget for three vendors. I talked to the vendors and made every effort to cut the budget as much as I could. Please check, and let me know if anything needs to be done.

Best Regards,
Shaimah Akter Shama
Sr. Executive, Client Service
Phone: +8801682554337



On Sun, 11 Jun 2023 at 16:41, SiddiqueeMuhaimen <smuhaimen@xiaomi.com> wrote:

Hi Shama,

I think the costing is ridiculously high. We did the same recording last year, at a much lower rate.

@Dinesh B from our end shall discuss the financial part but am just letting you know from my side this price is absurd.

Best Regards,

Muhaimen

From: shama <shama.lietoeye@gmail.com>

Date: Sunday, 11 June, 2023 9:30 AM

To: SiddiqueeMuhaimen <smuhaimen@xiaomi.com>

Cc: Arafat Topon <arafat@lietoeye.com>, Samira Nawrin <samiranawrin@xiaomi.com>, Dinesh B <dineshb@xiaomi.com>, Tushar Kanti Dewanjee <tusharkanti@xiaomi.com>, "MD. SAIFUL ALAM" <saiful@xiaomi.com>, SanglapMosallin <mosallins@xiaomi.com>

Subject: [External Mail]Re: IVR Recording 2023 RFQ

[External Email] This message originated from outside of XIAOMI. Please treat this email with caution. If you have any questions about email security, please forward the email to misec@xiaomi.com for feedback.

Dear Muhaimen Bhai,

I hope everything is going well for you. As per the brief and requirements, I am sharing the IVR recording budgets for **three** vendors along with the sample voices. We would prefer to work with the **Larksome Studio** for this project because we have previously collaborated with them. kindly let us know if you have any questions about the budget.

Voice Reference for IVR:

https://drive.google.com/drive/folders/1yOXyAnXQD8L8eUx-LqvnIdezus2MRC8C?usp=drive_link

Here are the contact details of the vendors:

1.Shobdo Studio: shobdostudio@gmail.com

2.Awaz Audio Studio: awazbd01@gmail.com

3.Larksome Studio Production: larksomestudio@gmail.com

Please note that we will be able to share the timeline once we get the final go-ahead from you.

Thank You.

Best Regards,

Shaimah Akter Shama
Sr. Executive, Client Service
Phone: +8801682554337

Error! Filename not specified.

On Tue, 6 Jun 2023 at 11:08, SiddiqueeMuhaimen <smuhaimen@xiaomi.com> wrote:

Dear Shama,

Attached is the IVR flow (Bangla + English) of our call center.

The following change shall take place in the script flow :

From:

“Xiaomi Bangladesh এ স্বাগতম। আমাদের গ্রাহক সেবা সকাল ৯টা থেকে রাত ৯টা পর্যন্ত খোলা থাকে। অনুগ্রহ করে এই সময়ের মধ্যে কল করুন। ধন্যবাদ।”

To:

“Xiaomi Bangladesh এ স্বাগতম। আমাদের গ্রাহক সেবা সকাল ১০টা থেকে সন্ধ্যা ৬টা পর্যন্ত খোলা থাকে। অনুগ্রহ করে এই সময়ের মধ্যে কল করুন। ধন্যবাদ।”

We would prefer a female voice. Please share a production timeline and 2/3 production costing options from third party vendors over email.

Do share third party contacts (email + phone number) when sharing the costing.

Please follow this email chain and keep everyone in CC.

Best Regards,

Muhaimen

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