

SERVICE REQUEST DETAILS																									
Service Request No	NEX-SR0001																								
Requestor Name	Theodore Lee																								
Type of Request	<input checked="" type="checkbox"/> Change Request <input checked="" type="checkbox"/> New Enhancement <input type="checkbox"/> Existing Enhancement <input type="checkbox"/> Support & Rectification																								
Date Raised	18/November/2020																								
Priority	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low																								
Service Request Description																									
Title: Sunsuria Lead System Enhancements Background: Sunsuria Berhad is embarking to provide a set of enhancements in Sunsuria Lead System:																									
Impact Of Change (please list the affected functions, if any)																									
Additional functions in Sunsuria Lead System, including but not limited to: <ul style="list-style-type: none"> • Additional filters on reports • Additional export function for appointments made • Additional selection of converted project in lead app • Additional notification to lead owner when their customer check into event by other agent • Role & access control on lead system admin portal 																									
<table border="1"> <thead> <tr> <th colspan="4">Sunsuria Lead New Requests</th> </tr> <tr> <th>Item</th> <th>Task</th> <th>Description</th> <th>Man Day</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Additional Filter in Sales Action Overall Report</td> <td>To add filter for "Sales Person" in Sales Action Overall Report</td> <td rowspan="5">28</td> </tr> <tr> <td>2</td> <td>Additional Summary in Overall Performance Report</td> <td>To add summary indicating number of "Disqualified Leads" in Overall Performance Report</td> </tr> <tr> <td>3</td> <td>Additional Filter in Lead Performance Report</td> <td>To add filter for "Sales Person" in Lead Performance Report</td> </tr> <tr> <td>4</td> <td>Additional Project selection in Lead Performance Report</td> <td>To add selection option for "All Projects" within project filter in Lead Performance Report</td> </tr> <tr> <td>5</td> <td>Additional Export Button for List of Appointments Made</td> <td>To add option to export list of appointments made by sales person in Team Appointment</td> </tr> </tbody> </table>		Sunsuria Lead New Requests				Item	Task	Description	Man Day	1	Additional Filter in Sales Action Overall Report	To add filter for "Sales Person" in Sales Action Overall Report	28	2	Additional Summary in Overall Performance Report	To add summary indicating number of "Disqualified Leads" in Overall Performance Report	3	Additional Filter in Lead Performance Report	To add filter for "Sales Person" in Lead Performance Report	4	Additional Project selection in Lead Performance Report	To add selection option for "All Projects" within project filter in Lead Performance Report	5	Additional Export Button for List of Appointments Made	To add option to export list of appointments made by sales person in Team Appointment
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4	Additional Project selection in Lead Performance Report	To add selection option for "All Projects" within project filter in Lead Performance Report																							
5	Additional Export Button for List of Appointments Made	To add option to export list of appointments made by sales person in Team Appointment																							

6	Additional Notification when own leads check into RSVP event	To send notification to lead owner when their lead is checked in to RSVP event by other sales person	
7	Additional Selection for Project when Converting Leads	To have additional selection for "Project" when converting leads	
8	Role & Access Control	To have role & access control feature, to limit accessibility of admin in admin portal based on their role.	

Financial Summary

The financial summary illustrated as below

Estimated Timeline

Approximately 6 weeks effort. Timeline for deliverables shall be discussed and finalized upon change request confirmation. Note that some items may be delivered at later date, in line with our standard product upgrade

The Financial Costing

Item	RM
Total Service Request Fees for (28) days	25,200.00
Engagement Discount	(25,200.00)
Service Request Fees After Discount	0.00
SST (6%)	0.00
Total	<u>0.00</u>

The service request listed above are provided on goodwill basis, with no financial charges

Assumptions:

- The proposed changes are extensions to Sunsuria Lead mobile app and management portal .
- The approach, scope of work, timeline and pricing within this proposal are based upon NEXPlatform's current understanding of the current available requirements and is subjected to change upon confirmation with Sunsuria Berhad.
- The copywriting of contents and pages are assumed to be provided by Sunsuria Berhad.
- Actual approach, scope of work, timeline, pricing may vary pending a thorough user requirement study to be carried out.
- Integration to external applications such as Billing System is deemed not part of current scope of work

Payment Terms:

Not Applicable



Client: Sunsuria Berhad
Sunsuria Lead System
SERVICE REQUEST FORM

Requested by <hr/> <p>Theodore Lee, Project Manager,</p> Name / Title / Date	Acknowledged by <hr/> <p>Reno Kiew, Solution Manager,</p> Name / Title / Date
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