

## ProTel Profile

With its headquarters in Hong Kong, ProTel has more than 20 years of call center experience in the market. ProTel is positioning itself as the leading system integrator for Call Center solutions and Enterprise Business Integration in Hong Kong. With its strong technical team, which includes telecommunication engineers and software developers, her Software Development Center in China, providing strong R&D and professional services technical capabilities with high scalability. ProTel is dedicated to providing high quality solutions and services to its customers.

## Professional Services

ProTel's professional services are provided as a turnkey approach to next generation multimedia contact center solutions. Working with our Professional Services team streamlines the process of fully engaging ProTel's powerful solution set in a manner that frees you up to focus on your business.

Our seasoned contact center solution experts work with you in a consultative manner to achieve your desired results. Through a combination of interviews and discovery sessions we gain an in-depth understanding of your business objectives and recommend the optimal course of action based on your timeframe, project requirements, and available resources together with ProTel's technology partners.

## Core Competence in Contact Centers

In today's competitive worldwide market, good customer service is the key value to retain valuable customers. Customers can contact the organization through different media, such as, telephone, fax, email, web and chat. In order to provide a consistent and reliable level of services to your customers, an integrated, well-managed contact center is very crucial to help achieving this target. Contact Centers are taking a very strategic role right across different industries, primarily, in the bank & finance, telecommunications, insurance, and utilities sectors.

ProTel's software development team is able to provide solutions that require seamless integration between CTI-based front-end applications to various EAI type back-end applications, which are easy to manage and scale to any magnitude. This distinctive breadth of competencies ensures ProTel customers that they will receive the solutions and support that fit their needs.

## Inroads to Enterprise Business Integration:

Today, most of organizations are facing the challenge to integrate various legacy systems and new enterprise applications like CRM, SCM, and ERP with their existing business applications and the Call Centers. Business Integration is about enabling people and computing resources both inside and outside your organization – to work together to support corporate business strategy. The immediate business benefits of end-to-end integration are streamlined business process and increased operations efficiency.

With ProTel's experience on standards-based integration--built on J2EE, JCA, XML and Web services, which are becoming the de facto standards for EAI, ProTel is leading the new arena of business integration for enterprise applications.

## Technology Partners

By working closely with industries leading software vendors and computer and telephony platform providers, ProTel ensures a complete integrated solution. ProTel strategic partners include Cisco, IBM, Adobe, Avaya, Oracle Systems.

- **CISCO**

Cisco Systems, Inc. is the worldwide leader in networking for the Internet. Today, networks are an essential part of business, education, government and home communications, and Cisco Internet Protocol-based (IP) networking solutions are the foundation of these networks.

Cisco is the leader in IP-based voice systems and Unified Communications with over 13,000,000 IP phones and over 50,000 companies using Cisco voice systems. Cisco displaces 17,000 TDM/legacy phones every business day with our industry leading Unified Communications Manager platform. In addition, Cisco holds over 250 patents in voice. Cisco has been a key market leader in the contact center business. Cisco Unified Contact Center solutions create the foundation for positive customer service, a key factor in building a stronger business.

- **IBM**

WebSphere is infrastructure software for dynamic ebusiness, delivering a proven, secure and reliable software portfolio. WebSphere provides answers to challenging business needs for e-business environments. It is the only e-business platform that can provide everything needed to build, deploy and integrate e-business. The Websphere family of products from IBM and the IBM partnership provides expertise and tools needed for developing solutions that are scalable, reliable and based on open standards. Being a business partner of IBM software, ProTel is able to tap the expertise of the software experts within IBM.

Further, the strong track record of IBM in corporate world is enhancing our position as a solution fulfillment partner for different vertical markets.

- **Adobe**

Experience matters. Adobe is motivated by the belief that great experiences build great businesses. Their software empowers millions of business users, developers, and designers to create and deliver effective, compelling, and memorable experiences - on the Internet, on fixed media, on wireless, and on digital devices. PROTEL is proud to be a Adobe partner and has been using their cutting edge Flex technology in our Trading Applications to enhance the user experience.

- **AVAYA**

As spin-off of AT&T/Lucent with prime focus on Enterprise Communications solutions, AVAYA is a global leader in communication systems, applications and services. AVAYA design, build, deploy and manage networks for enterprises. Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — AVAYA helps customers leverage existing and new networks to achieve superior business results.

The extensive product range of Avaya CRM family includes Definity ACD, Predictive Dialer, Avaya Interaction Center, Conversant IVR, Avaya CMS and IP based solutions. Today ProTel's software development team is able to build and deploy customized call center applications based on these core products.

- **ORACLE**

INFORMATION DRIVEN Oracle's business is information—how to manage it, use it, share it, protect it. For nearly three decades, Oracle, the world's largest enterprise software company, has provided the software and services that let organizations get the most up-to-date and accurate information from their business systems.

The 2005 combination of Oracle and PeopleSoft marks a major turning point in the evolution of the software industry. The combined companies are now positioned to deliver a more competitive offering in the enterprise applications market and increase innovation with a larger applications R&D budget.

Today, Oracle is helping more governments and businesses around the world become information-driven than any other company. Read more about the three principles that let companies use high-quality information to collaborate, measure results for continuous improvement, align their stakeholders, and communicate a single truth to all their constituents.

## **Vacant : Assistant Software Engineers**

### **Major Duties**

- 1) To participate in the Multimedia Web Development
- 2) To assist project documentation preparation
- 3) To perform software Testing
- 4) To support internal project deployment & operations
- 5) To support external project deployment & operations

### **Requirements**

- 1) (i) 5 subjects in HKCEE at Grade E / Level 2 or above, including \*English Language (Syllabus B), Chinese Language & Mathematics, or equivalent; OR  
(ii) 5 subjects in HKDSE examination at Level 2 or above including \*English Language, Chinese Language & Mathematics  
(iii) A recognized certificate / Diploma / Foundation diploma / Foundation Certificate, or Project YI Jin;

\* Completion of HKVEP at Level 2 / Passing 5 specific VTC's Vocational English Module Certificates is considered an alternative qualification.

- 2) With knowledge with computer systems administration, computing & information security, IT for Business, Logistics & Multimedia Design
- 3) With experience in Java / J2EE or ActionScript, SQL language
- 4) Good language proficiency in English and Chinese

### **Offer**

- 1) Start from HK\$10,000
- 2) Alternative Saturday, Public Holiday
- 3) Medical Benefit
- 4) MPF

### **Location**

- Quarry Bay

### **Notes**

- The appointees may be required to perform duties outside normal working hours and / or outside offices.
- We offered limited part-time positions for suitable candidates.

Interested candidates, please send your full resume with expected salary to [job@protelnet.com](mailto:job@protelnet.com)