

Rajasthan Skill and Livelihoods Development corporation

(A Government of Rajasthan enterprise)

List of Tools, Equipment and Material

Job Role Name	CRM Domestic Voice	Sector Name	IT_ITES			QP Code -	SSC/Q2210
Sr. No.	Equipment Name	Quantity proposed for a batch of 30 trainees	Unit Type	Is this a mandatory Equipment (Yes/No)	Dimension/ Specification/ Description of the Equipment/ ANY OTHER REMARK	No. of Tools Available	Remark
1	Sample CRM tool for demonstration	30	0	Yes	Standard		
2	Telephone, voice recorder, IVR and software / document formats for recording call / interactions	30	0	Yes	Standard		
3	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning	30	0	Yes	Standard		
4	White Board, Markers and Eraser	1	0	Yes	Standard		
5	Projector with screen	1	0	Yes	Standard		
6	Flip chart with markers	1	0	Yes	Standard		
7	Faculty's PC/Laptop with latest configuration and internet connection	1	0	Yes	Standard		
8	Supporting software / applications for projecting audio, video, recording,	30	0	Yes	Standard		
9	Presentation Tools to support learning activities: Intranet, Email, lms, Learning management system e.g. Moodle, Blackboard to enable blended learning	30	0	Yes	Standard		
10	Microphone / voice system for lecture and class activities	30	0	Yes	Standard		
11	Handy Camera	1	0	Yes	Standard		
12	Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets	30	0	Yes	Standard		
13	For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools	30	0	Yes	Standard		
14	Assessment and Test Tools for day to day online Tests and Assessments	30	0	Yes	Standard		
15	For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.	30	0	Yes	Standard		
16	Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.	30	0	Yes	Standard		