

Marketing Approval Note

Approval Note for Integration of CTI & SMS Apps

Description
Requesting approval to proceed with the onboarding of Salesforce CTI and messaging(WhatsApp) services, which are designed with strict security and compliance measures. The CTI system ensures complete data masking during all call interactions, preventing exposure of sensitive customer information to agents. All calls are securely recorded to support quality monitoring, regulatory compliance, and internal audits. The Messaging/WhatsApp App operates with a secured Salesforce environment, ensuring all messages are transmitted via encrypted channels, with access controls and audit trails in place to prevent data leakage or misuse. These tools have been reviewed for compliance with standard data protection practices and are critical to maintaining secure and accountable customer interactions.

Date 08/07/25

Document Ref No. HO/MKT/FP25-26/049

S.No.	Products	Description of Item	Vendor	Cost	Taxes	Total
1		Girik CTI - CTI Salesforce App Integration Engagement Channel : CTI CTI User Licenses - Includes (10 CTI Licenses) Qty: 10 @ ₹155C per license/month		₹1,07,964	₹19,434	₹1,27,398
2		AI TranscripT License Includes (AI Sentiment Analysis, AI Call Analysis, AI Call Summary) Qty: 10 @ ₹299 per license/month		₹1,86,000	₹33,480	₹2,19,480
3	GIRIKCTI	AI Voice Calling Agent License - Includes (AI Voice Agent) 10 Numbers for AI : Handles 10 concurrent calls Qty: 1 @ ₹24,959/license/month		₹35,880	₹6,458	₹42,338
4		GirikCTI Mobile App License Qty: 10 @ ₹100 per license/month		₹2,99,988	₹53,998	₹3,53,986
5		GirikWhatsApp - Girik WhatsApp Salesforce App Integration Includes 3 WhatsApp User Licenses Additional WhatsApp User Licenses Qty: 7 @ ₹1,099/license/month	Girikon Solutions Private Limited	₹12,000	₹2,160	₹14,160
6		AI Chat Transcript License Includes (AI Sentiment Analysis, AI Chat Analysis, AI Message Summary) Qty: 10 @ ₹25C/license/month		₹99,999	₹18,000	₹1,17,999
7		WhatsApp AI Agent Licenses Qty: 1 @ ₹2,499/agent/month		₹92,316	₹16,617	₹1,08,933
8	GIRIKSMS	GirikSMS Mobile App License Qty: 10 @ ₹10C/license/month		₹35,880	₹6,458	₹42,338
9				₹29,988	₹5,398	₹35,386
10				₹12,000	₹2,160	₹14,160
						₹10,76,178

Remarks:
• The vendor is finalised as Girikon is the only one who has this product exclusively.
• 100% advance to be paid.

• For GirikCTI: Additional AI Transcript Tokens and Additional AI Voice Agents minutes. & For GirikSMS: Additional AI Transcript Tokens - 1 Million Tokens are to be billed separately as per actuals.

Total	Consumed till date	This Approval Note	Total Till Now	Balance
Marketing Budget	₹7,79,40,590	₹10,73,178	₹7,90,16,768	₹43,78,87,032
<p>Prepared By: Kunal Yadav Verified By: Yogesh Kumar & Shalini Jha Approved By: Vineet Nanda</p> <p>Prepared By: Kunal Rishni Approved By: Kurnumi Nagasaka</p> <p>Prepared By: [Signature] Verified By: [Signature] Approved By: [Signature]</p> <p>Prepared By: [Signature] Verified By: [Signature] Approved By: [Signature]</p>				

WELCOME TO AI POWERED - GIRIKCTI PRODUCT BY GIRIKON

Bridging Conversations. Instant Connectivity. Impactful Communication.



GIRIKCTI - USP

Challenges with Non-Native CTI Solutions

- Integration Complexity – Requires third-party connectors and middleware, leading to additional setup and maintenance costs.
- Data Security Concerns – Customer data may leave Salesforce, increasing compliance risks and potential breaches.
- Performance Lag – External API calls can slow down response times and affect user experience.
- Limited Customization – Customizing workflows and automations requires complex configurations or additional third-party tools.
- Scalability Issues – Performance may degrade with increased call volume due to reliance on external infrastructure.
- Fragmented User Experience – Agents need to switch between multiple systems, leading to inefficiencies.
- Limited AI & Automation – AI capabilities may not be deeply integrated into Salesforce workflows.
- Ongoing Maintenance Costs – Requires continuous updates and troubleshooting for third-party integrations.



Solutions with GirikCTI (Native on Salesforce)

- Seamless Integration – Built directly within Salesforce, eliminating the need for external connectors.
- Salesforce-Native Security – Data stays within Salesforce, ensuring compliance with enterprise security standards.
- Real-Time Performance – Runs within Salesforce, ensuring faster and more reliable call handling.
- Deep Customization – Fully configurable within Salesforce using native automation tools like Flows and Apex.
- Scalable by Design – Leverages Salesforce's cloud infrastructure, ensuring smooth scaling with business growth.
- Unified Agent Experience – Everything is accessible within the Salesforce UI, reducing friction and improving productivity.
- AI-Powered Automation – Enhances agent productivity with AI-driven recommendations and actions within Salesforce.
- Lower Maintenance Overhead – Being native, it benefits from Salesforce's upgrades with minimal upkeep.

GirikCTI



BASIC FEATURES

Natively Integrated Softphone

The screenshot displays the GirikCTI App interface. At the top, there are navigation options: Home, Call History, and Account Name. The main content area shows contact information for Yashraj Abhyatkar, including phone numbers and a 'Contact Owner' button. Below this, there is a numeric keypad for dialing numbers, with letters associated with each number (e.g., 1-9, *, #). At the bottom, there are statistics for 'Total Missed Call' and 'Total Answered Calls', both showing 0.

Click-to-Dial & Call Logging

This screenshot shows the 'Details' view of a contact in the GirikCTI App. A blue arrow points from the 'Click-to-Dial' button (a phone icon) to a call log entry. The call log entry shows a call to 'Mukesh Two Number' with a duration of 00:01. Below the call log, there is a 'Call History (1)' section. The 'Activity' section shows a timeline of events, including 'You logged a call' and 'No more past activities to load.' The interface also includes a 'Call History (1)' button at the bottom.



ADVANCE FEATURES

Call Disposition

Contact
+91 971198XXXX +91 971198XXXX

Title Account Name Phone (2) Email Contact Owner
Yashra

Create Disposition

• Select Object **Lead** • Select Record **+91 971198XXXX ...**

• Disposition **Select an Option** • Priority **Normal**

Connected
 Contact Disposition
 Escalation Required
 Follow-Up Required
 No Answer
 Not Interested
 Other

00:07

Call Transfer & Notes

Based Call Duration By Agents

Unknown Number (981)-116-XXXX Outbound Call Connected: 00:08

Note Title

Enter Notes

Save Notes

Transfer Mute Hold

End/Leave Call

AI CAPABILITIES



AI-Powered Call Summary, Sentiment Analysis & Improvement

Task

Room reservation booking

Name: Anurag Yashraj

Assigned To: Yashraj Abhyankar

Subject: Room reservation boo

Due Date: 17/01/2025

Priority: High

Call Type: Outbound

Call Result: Connected

Created By: Yashraj Abhyankar, 17/01/2025, 2:20 pm

Comments: Room reservation booking

Last Modified By: Web Hook, 17/01/2025, 2:22 pm

AI Call Analysis

MOA

- Customer reported inability to book a room online
- No online booking confirmation received.
- Customer provided contact number (274880) and potentially relevant booking information (790, 3228736 3706).
- Customer will send WhatsApp confirmation.

Customer Feedback

Not Satisfied: The customer clearly expresses frustration and inconvenience due to the failed online booking and lack of confirmation.

Customer Emotion

Frustrated

Improvements

- Investigate the online booking system to identify and resolve the issue preventing successful bookings and confirmations.
- Implement a system that provides immediate booking confirmation, perhaps via email and/or SMS, in addition to any other confirmation methods.
- Ensure that error messages during online booking are clear and helpful, guiding customers on how to resolve the issue.
- Offer proactive customer support during the online booking process (e.g., live chat).
- Train agents to handle such issues efficiently and empathetically, perhaps with pre-written responses for common issues.

Recording Player

0300 / 1:45

Call Analysis

A customer, Yashraj (contact number 274880), reported difficulties booking a room. They received no confirmation message on the website after attempting a booking (price mentioned as 3228736 3706, possibly referencing a room or package code 790). The customer apologized for the inconvenience and stated they would send a WhatsApp confirmation message.

View All

Task History (1)

Completed | Create Follow-Up Task | Edit | Edit Comments

Call Recording inside salesforce & Call Analysis



AI CAPABILITIES

Drive more leads, close more deals, and delight your customers with GirikCTI ☐ your ultimate All-in-one communication platform that enables calling from Salesforce



**HUMAN-LIKE AI VOICE AGENTS ON
SALESFORCE : THE FUTURE OF CALLING**

A white telephone handset icon inside a blue circle, with three curved lines below it representing sound waves.

REASON TO CHOOSE GIRIK CTI



GirikCTI offers telephony solution with a no-code setup and competitive pricing. It is 100% Salesforce native, enabling direct dialing from Salesforce with Click to Dial. The service includes live call monitoring, automated call logging, CTI integration, and provides 24/7 support.

Integrated Softphone

Dial directly from Salesforce.

Enhanced Contact Management

Search & dial combined with automated task creation

Agent Availability Management

Manage and display availability from Salesforce softphone for efficient call routing.

Admin Control & Monitoring

Admins can monitor live calls, barge in, or whisper feedback for real-time quality support

IVR & Bulk Dialing

Effortlessly create custom IVRs and broadcast calls for enhanced outreach.

Real-Time Note Taking

Capture and organize call notes and details directly within Salesforce.

Call Recording

Automatically record calls for training, compliance, and quality assurance purposes.

Multi-line Support

Handle multiple calls simultaneously with support for multiple lines.

Call Analytics

Access detailed reports and analytics on call performance and agent productivity



Thank You








GET IN TOUCH

+91 950 364 6395

Contact Sales : sales@giriksms.com

Contact Support : support@giriksms.com

Find us at : www.giriksms.com

-  PHOENIX, AZ , USA
-  DALLAS, TX, USA
-  BURWOOD, AUSTRALIA
-  BENGALURU, INDIA
-  NOIDA, INDIA

Krisumi Corporation Private Limited

Quote to:

Krisumi Corporation Private Limited

Krisumi Sales Lounge, Sector 36A, Tehsil -
Mansaar, Sihal, Gurugram, Haryana 122004

Quote

Quote# Q2-2025-1097
 Start Date 01/07/2025
 Expiry Date 31/06/2026
 Payment Terms Upfront

Item	Quantity	Cost Yearly	Discount	Total Yearly
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Girik CTI CTI Salesforce App Integration	1	₹1,07,964	0%	₹1,07,964
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CTI User Licenses Includes (10 CTI Licenses), Standard Rate: ₹2499 per license/month Discounted Rate: ₹1550 per license/month	10	₹2,99,880	37.96%	₹1,86,000
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AI Transcript License Includes (AI Sentiment Analysis, AI Call Analysis, AI Call Summary) Standard rate - ₹499 per license/month Discounted rate - ₹299 per license/month	10	₹5,988	40.08%	₹35,880
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AI Voice Calling Agent License Includes (AI Voice Agent,) 10 Numbers for AI Handles 10 concurrent calls Standard Rate: ₹29,999 per license/month Discounted Rate: ₹24,999 per license/month	1	₹3,59,988	16.67%	₹2,99,988
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GirikCTI Mobile App License • Mobile App for GirikCTI • ₹100 per license/month	10	₹1,000	0%	₹12,000
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Implementation Cost (One Time)	10	₹99,999	100%	₹0
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Additional AI Transcript Tokens - 1 Million Token (4 characters = 1 token)	0	₹1,499	NA	-
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Additional AI Voice Agents minutes	0	₹2.21/minute	0%	-
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Total				₹6,41,832
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Important Notes & Terms & AI Voice Agent Pricing

- 1. Contract Duration**
 - The pricing is applicable for a 1-year contract.
 - 2. Scope of Pricing**
 - Pricing is exclusive to the GirikCTI application.
 - Includes CTT calling, AI Voice Agent License, and number/channel as procured.
 - GST is applicable to the cost provided.
 - 3. Call & Minute Classification**
 - Calling minutes and phone numbers are billed separately from AI voice minutes.
 - Domestic calling within India is free with applicable licenses.
 - Unlimited inbound calls are not on Toll free as per guidelines.
 - International calling (via CTT Users or AI Voice Agents) will incur per-minute charges as per country-specific pricing & number procurement.
 - 4. Concurrency & Channel Guidelines**
 - AI Voice Agents support up to 3 concurrent calls only in India.
 - For standard CTT voice calling, concurrency is based on the number of user licenses procured.
 - For international calling, concurrent call capacity is determined by the channels and numbers provisioned per target country.
 - 5. Provider-Linked Charges**
 - Charges related to and not limiting to CTT calls, voice minutes, AI voice minutes, phone numbers, and AI token usage are subject to change based on updates from the respective third-party providers.
 - 6. AI Voice Agent  International Calling**
 - To enable AI Voice Agents for international calling, country specific numbers, and per-minute charges apply based on the selected country, in addition to the AI Voice minutes.
 - If dedicated numbers are not provisioned, calls will be routed via the next available local/international number, which may impact local presence.
 - Each country requires its own dedicated number(s), to dial locally & number for AI Voice Agent to work.
 - 7. Support Services**
 - A Support Bucket of Hours, valid for 2 months, is included in the package.
 - This covers:
 - Implementation assistance
 - Technical support
 - Training sessions
 - Ongoing maintenance
 - 8. Customization Requests**
 - Any customization requests outside of the standard implementation scope will be billed separately.
 - Pricing will be shared based on the effort and scope of the requested customizations.
 - 9. Cancellation & Invoicing Terms**
 - Cancellation is permitted within 3 days of approval (via email or signed agreement).
 - Once invoiced, the full amount becomes payable with no refund or reversal.
 - 10. Compliance & Responsibility**
 - Any non-compliance with usage or configuration policies may result in penalties, fully borne by the customer.
 - 11. Safeguard Clause**
 - All services are reliant on third-party telecom and AI providers.
 - Pricing, availability, and performance may vary with changes on the provider  end.
 - GirikCTI is not liable for any service disruption or pricing updates beyond its control.
 - Customers are advised to:**
 - Regularly review usage.
 - Align provisioning with current and future business needs.
 - Select countries carefully when planning for international AI Voice Agent rollouts.
- By signing and accepting the estimate, you acknowledge that you have reviewed and consent to the GirikSMS & GirikCTI a product of Girikon, Master Service Agreement. This includes the specific terms detailed in the quotation and confirms your intent to proceed with the purchase of the mentioned product. For further details, refer to the GirikSMS MSA : <https://www.giriksms.com/terms-conditions/>

Thank you for your business!

Authorised Signatory

Name
Title

GIRIKSMS APP

GirikSMS is a 100% native Salesforce messaging solution that enables businesses to send and receive SMS, WhatsApp, and Facebook messages directly within Salesforce. Powered by AI, it offers intelligent automation, two-way messaging, and real-time analytics to enhance customer engagement.

Accelerate Engagement with AI Messaging on Salesforce. Grow your business with 100% Salesforce-native, multichannel AI Messaging Agents.



SMS



WHATSAPP



WEBCHAT



AI CHATBOT



AI Messaging
Analysis



AI Sentiment
Messaging



AI Messaging
Agents



+Agentforce Actions

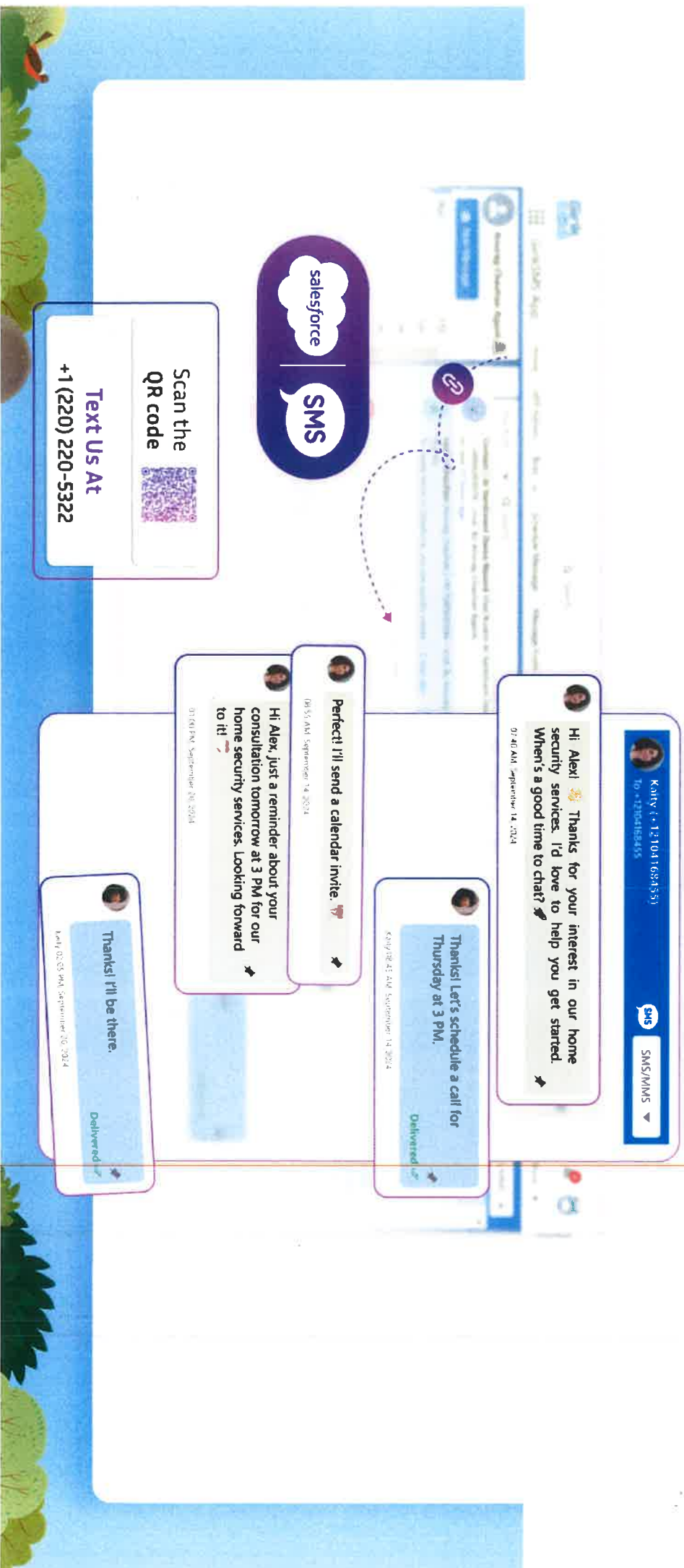


GIRIKSMS



GirikSMS – SMS Messaging

Personalize messages, automate workflows, and capture every interaction directly in Salesforce for deeper insights and smoother communication



Girik Inbox – AI Powered Multichannel Conversations

GiriksMS App revolutionizes customer communication, taking it to new heights for organizations. Developed natively on the Salesforce platform, this robust application empowers teams to engage with customers efficiently and effectively from Salesforce via multichannel engagement.

GiriksMS



GiriksMS App Home App Admin Bots Schedule Message Message From Report Schedule Campaign Drip Campaign Execute Drip Girik Inbox Multi Conversation View More

Q Search...

Alok Anbha

New Message

1209

ALL	SENT	SMS	WHATSAPP	WEB	Text-To-Voice	Facebook	Pinned	Objects	Campaign
	576	338	233	611	0	27	13		

Msg Body

N/A (+18178138145 - rcvd. By Alok Anbha)
Hi! 05/22/2025, 05:55 PM

N/A (+12135833717 - rcvd. By Alok Anbha)
Hello GiriksMS Test Sample template sms body With Re... 05/09/2025, 02:31 PM

K Follow up | Tejwani Kulddeep Tejwani (+918076906741 - rcvd. By Alok Anbha)
Classes are cancelled today 12.4.23 at EMGM due to incle... 05/09/2025, 01:42 PM

A Follow up | Sentiment AI Sentiment (+14055432785 - rcvd. By Alok Anbha)
Hi 05/09/2025, 01:09 PM

K Lead | Tejwani Kulddeep Tejwani (+19392532089 - rcvd. By Alok Anbha)
hello 05/06/2025, 01:50 PM

A Lead | Sentiment AI Sentiment (+14055432785 - rcvd. By Alok Anbha)
Thank you for your time today! 05/06/2025, 01:38 PM

A Lead | Sentiment AI Sentiment (+14055432785 - rcvd. By Alok Anbha)
Hi 05/06/2025, 01:38 PM

N N/A (+19059651574 - rcvd. By Alok Anbha)
When do you have time?Are you at your job right now? 05/05/2025, 11:14 PM

N N/A (+18178138145 - rcvd. By Alok Anbha)
You have successfully been re-subscribed to messages fr... 04/29/2025, 02:25 PM

N N/A (+18178138145 - rcvd. By Alok Anbha)
Hello Girik SMS Test, Sample Contact Template Body 04/29/2025, 02:25 PM

N N/A (+18178138145 - rcvd. By Alok Anbha)
Hello, Welcome to GiriksMS! You are currently testin... 04/29/2025, 02:19 PM

N N/A (+18178138145 - rcvd. By Alok Anbha)
Hello, Welcome to GiriksMS! You are currently testing ... 04/29/2025, 02:15 PM

N N/A (+14423043291 - rcvd. By Alok Anbha)
Hello 04/28/2025, 02:14 AM

S Lead | Rastogi Test Sakshi Rastogi Test (+12058325831 - rcvd. By Alok Anbha)
How to make the code more optimized. 04/21/2025, 03:42 PM

Kulddeep ... (Optin)

To: +1939253208

SMS/MMS

automatic approval of new units as laid down in the relevant appendices. **+**

Alok Anbha - 2/4/2025, 12:18 PM

Open

Delivered

helo

Delivered

Alok Anbha - 2/19/2025, 04:13 PM

Alok Anbha - 5/6/2025, 01:50 PM

Permission **sts** refer to the n.... • 2/4/2025, 12:18 PM

To: Mobile Phone

Say something ...

From: GiriksMS (+13156784315)

0/1550, 0 Credits

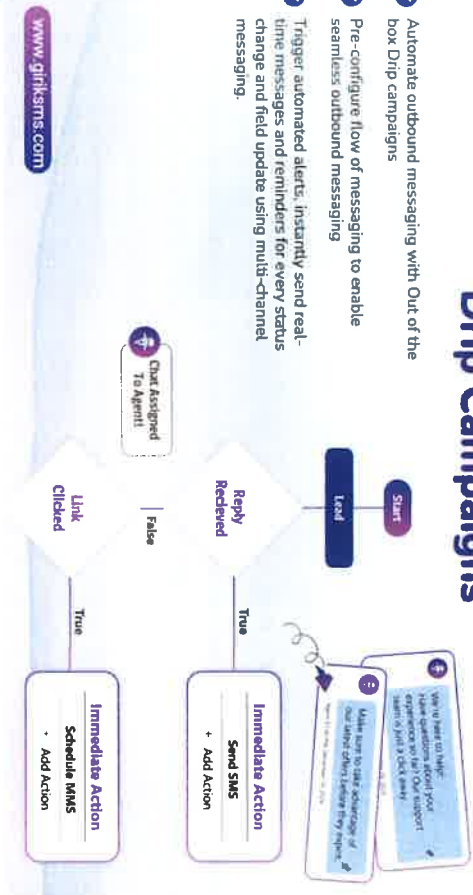
Automated Messaging & Intelligent Bulk Campaigns

GiriksMS empowers you to automate SMS triggers based on keywords, status changes, field updates, or custom criteria—and send bulk messages via List Views, Campaigns, and Reports.

GiriksMS

Real time automated texting with Drip Campaigns

- Automate outbound messaging with Out of the box Drip campaigns
- Pre-configure flow of messaging to enable seamless outbound messaging
- Trigger automated alerts, instantly send real-time messages and reminders for every status change and field update using multi-channel messaging.



www.giriksms.com

Intelligent Bulk Campaigns

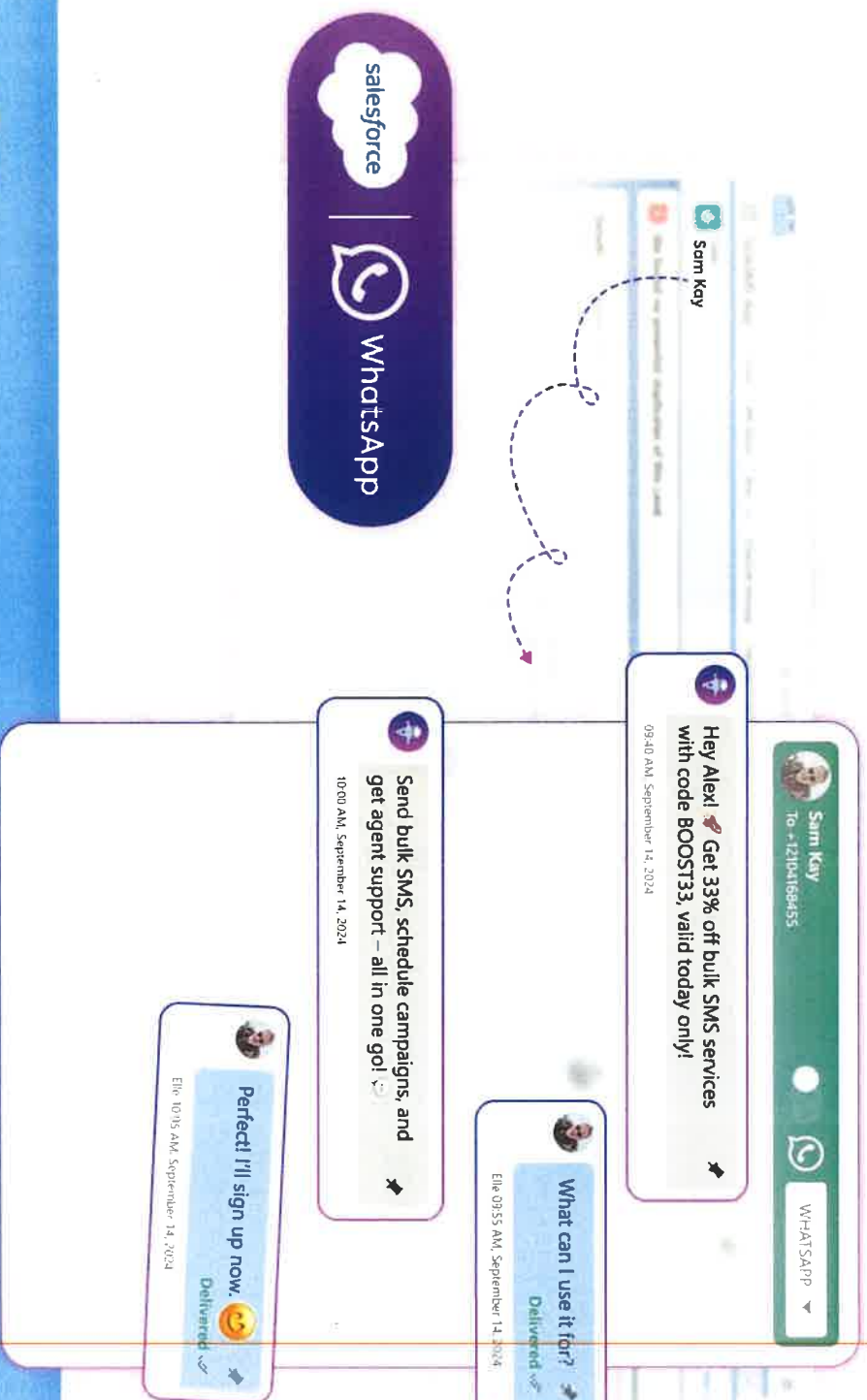
- Broadcast messages via List Views, Schedulers, Campaigns & Reports
- Schedule bulk messages: daily, weekly, or monthly
- Automate communication with predetermined frequency

www.giriksms.com

GiriksMS

GirikSMS – WhatsApp Messaging

Empower your Salesforce customers with **WhatsApp** integration, driving seamless engagement and delivering up to 90X higher response rates compared to traditional channels. Send 1:1, Bulk & Automated WhatsApp messages seamlessly from salesforce.



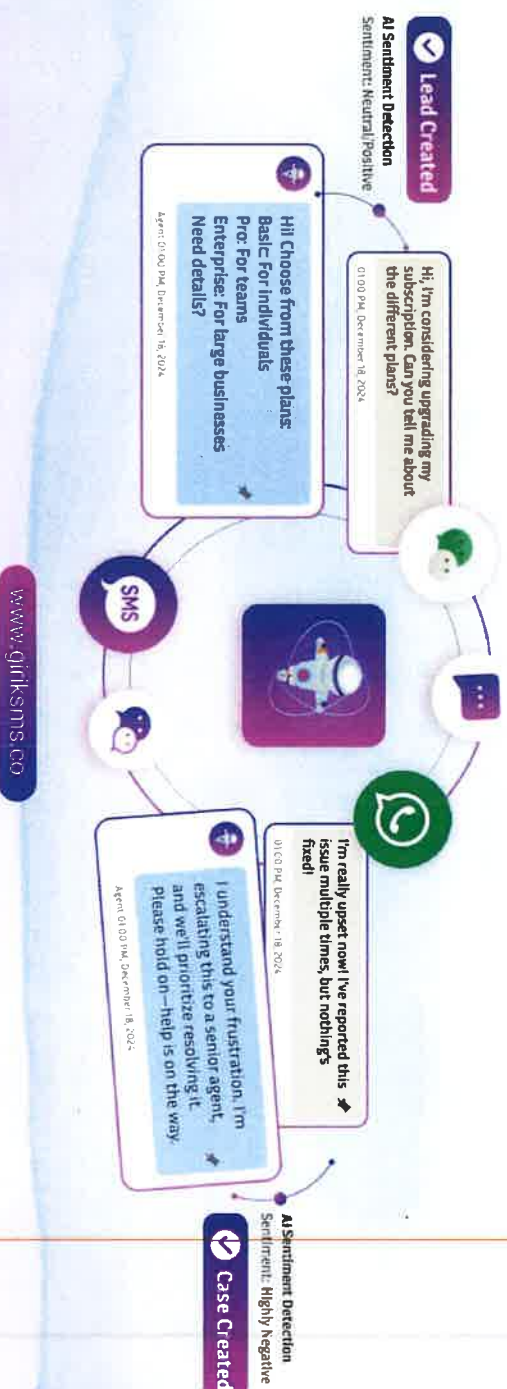
GirikSMS – AI Messaging Agents

Transform Businesses with AI-Powered Sentiment Messaging for Real-Time, Empathy-Driven, Decision-Making Conversations.



Multi Channel AI Sentiment Conversations Transform Customer Interactions with AI!

Automate responses using AI-powered sentiment analysis to enhance efficiency. Respond based on emotions across channels, managing cases and creating leads seamlessly. Tailor interactions to understand customer needs, with smooth handoffs to human agents when necessary.



GirikSMS – Mobile App

GirikSMS provides a mobile app that allows reps to respond and manage tasks on the go, ensuring flexibility and real-time access to critical data anytime, anywhere.

Girik SMS Mobile App

- ✓ Manage Girik SMS from anywhere
- ✓ Initiate & Manage multiple conversation with Girik SMS Mobile App
- ✓ Engage & Respond on the go
- ✓ Readily available on IOS & Android



Girik
SMS

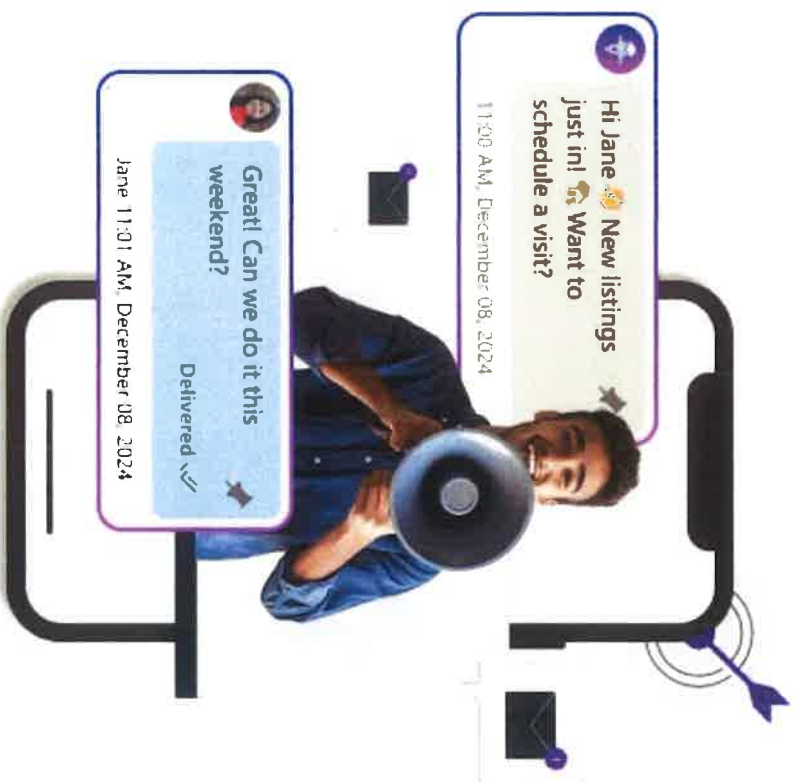
GirikSMS



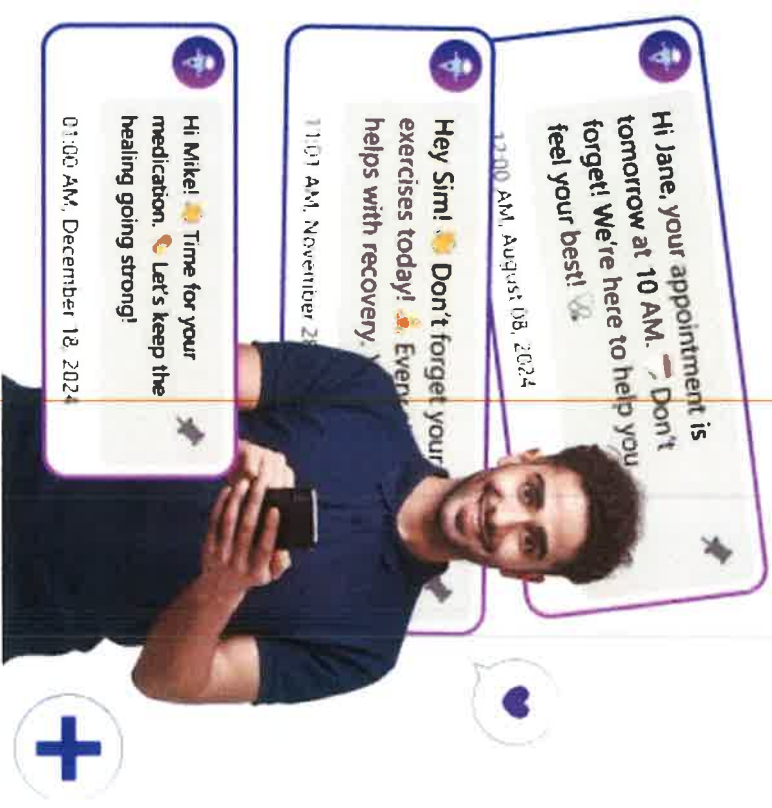
GirikSMS – Industry Experience



SMS For Real Estate



SMS For Patient Care



REASON TO CHOOSE GIRIKSMS



Choose GIRIKSMS for its seamless Salesforce integration, CRM stability, Multi-Channel Engagement, AI-powered features, automation capabilities, mobile-friendly experience, real-time analytics, and customizable dashboards for enhanced efficiency and more

- AI Powered Multi channel conversations
- AI Web Agent
- AI Chat Analysis
- AI Sentiment Conversation
- Competitive Pricing
- Analytics & Dashboard
- SMS AI Agent
- AI Chat Agent
- Agent Co-pilot
- GIRIK Inbox
- Plug & Play Integration
- Social media integration (Facebook & Instagram)
- WhatsApp AI Agent
- AI Escalation Predictor
- Smart Bots
- Intelligent Routing
- Intelligent Campaigns
- Integrated Telephony System





Krisumi Corporation Private Limited

Quote to:

Krisumi Corporation Private Limited

Krisumi Sales Lounge, Sector 36A, Tehsil - Manesar, Sibi, Gurugram, Haryana 122004

Quote# Q2-2025-1098
 Start Date 01/07/2025
 Expiry Date 31/06/2026
 Payment Terms Upront

Item	Quantity	Cost Yearly	Discount	Total Yearly
GirkWhatsApp Engagement Channels: Girk WhatsApp Saleforce App Integration WhatsApp 3 WhatsApp User licenses	1	₹99,999	0%	₹99,999
Additional WhatsApp User Licenses Includes (7 WhatsApp Licenses.) Standard Rate: ₹1399 per license/month Standard Rate: ₹1099 per license/month	7	₹1,17,516	21.44%	₹92,316
Implementation Cost	1	₹99,999	100%	₹0
AI Chat Transcript License Includes (AI Sentiment Analysis, AI Chat Analysis, AI Message Summary) Standard rate - ₹499 per license/month Discounted rate - ₹299 per license/month	10	₹5,988	40.08%	₹35,880
WhatsApp AI Agent License Includes (AI WhatsApp Agent) Standard Rate: ₹2999 per agent/month Discounted Rate: ₹2499 per agent/month	1	₹35,988	16.67%	₹29,988
GIRIKSMS Mobile App License Mobile App for GIRIKSMS ₹100 per license/month	10	₹1,000	0%	₹12,000
Additional AI Transcript Tokens - 1 Million Token (4 characters = 1 token)	1	₹1,023	NA	₹1,023
Total				₹2,71,206

Kunal Yadav

Tuesday, July 15, 2025 at 1:43:08 PM India Standard Time

Subject:

RE: Approval Solicited | GirikCTI & GirikSMS

Date:

Tuesday, 15 July 2025 at 1:37:49 PM India Standard Time

From:

Vineet Nanda <nanda@krisumi.com>

To:

Kunal Yadav <kunal.yadav@krisumi.com>

CC:

Krisumi Marketing <marketing@krisumi.com>, Shalini Jha <shalini.jha@krisumi.com>

Attachments:

image008.png, image009.png, image010.png, image011.png, image012.png, image013.png, image014.png, image015.png, image016.png, image017.png, image018.png, image019.png, image020.png

Okjee

Warm Regards,



Vineet Nanda

Director Sales and Marketing

Email: nanda@krisumi.com

Sector 36A, Gurugram



Website: www.krisumi.com | Take a walkthrough from home: www.krisumilexperience.com



Please consider the environment before printing this email

Notice to recipient: This e-mail is meant for only the intended recipient of the transmission, and may contain information of Krisumi Corporation that is confidential and/or privileged. If you received this e-mail in error, any review, use, dissemination, distribution, or copying of this e-mail is strictly prohibited. Please notify us immediately of the error by return e-mail and please delete this message from your system. Thank you in advance for your cooperation.

From: Kunal Yadav <kunal.yadav@krisumi.com>

Sent: Friday, July 11, 2025 6:16 PM

To: Vineet Nanda <nanda@krisumi.com>

Cc: Krisumi Marketing <marketing@krisumi.com>; Shalini Jha <shalini.jha@krisumi.com>

Subject: Approval Solicited | GirikCTI & GirikSMS

Dear Sir,

Appended is the Approval Note for GirikCTI & GirikSMS. Kindly accord your approval.