

THE POSSIBILITIES ARE INFINITE

FUJITSU



CCRM-1

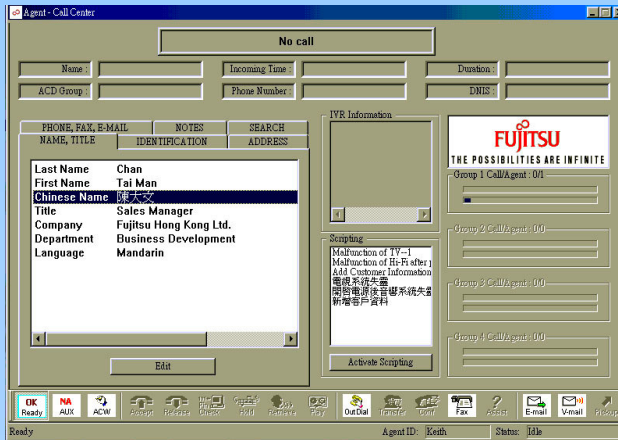
A Single Box CallCentre Solution

Streamline Work Flow = Higher Production

AGENT STATION

AGENT FEATURES

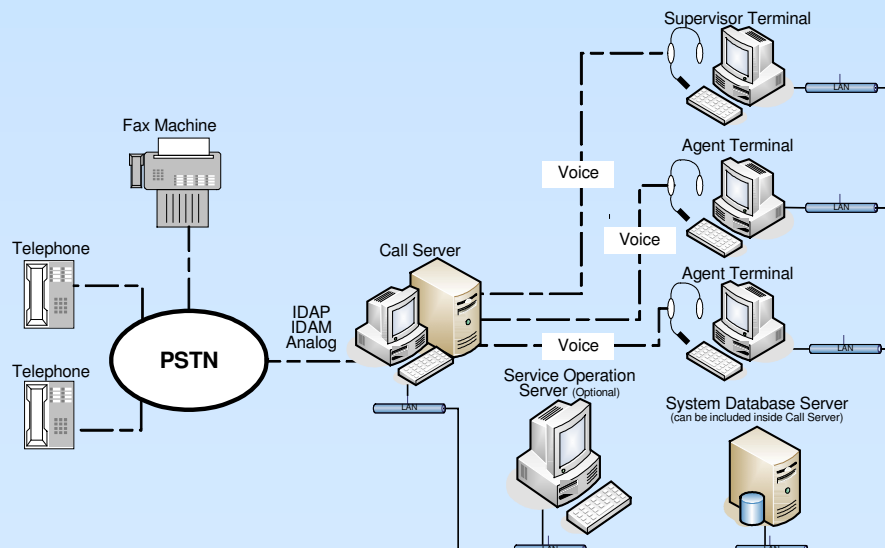
- Graphic User Interface
- Secure Login / Logout Design (Free Seating)
- Multiple ACD Groups Login
- Sign-on / Sign-off Function
- Ready / Not Ready Status
- After-Call-Work Status
- Call Waiting Status Display
- Groups Staffing Display
- Caller Information Screen Pop-up
- Supervisor Assistant Request
- Pre-recorded Fax Outbound
- Telephony Functions
- Chinese Language Support



The Customer Service Operator (also called ACD Agent) is also the front line of the CallCentre second to the IVR system. The CallCentre technology has been improved a lot to help those operators to perform their job more effectively and with less effort. In a modern CallCentre environment, the IVR system is put at the front line to answer all the

customer calls. It performs a lot of automatic tasks to save the operators from doing a lot of repetitive works such as telling the address, working hour and product information. Besides, it serves the function of identify the callers. Once the caller is detected as a known customer and request for an operator, the customer profile will be made ready at the operator's computer screen when the call is ringing. The operator can answer the call with higher confidence. The conversation can be started right ahead and the operator can put a full mind to listen to the customer and review the customer profile at the same time. The Agent Station is an user-friendly fully graphical interface computer screen. All the Agent Station functions are presented with meaningful icons. Even a newly joined agent can catch up the operation with reduced training period. A customer information sub-windows with switching-tags facilitates viewing operations. Pre-programmed Answering Scripts assist the work flow of information probing. The Agent Station's screen also included a real-time Group Status monitoring window which shows the number of waiting calls and agent staffing of each group. This help the agents to understand the condition of the CallCentre and control their call answering performance.

CALL CENTRE SYSTEM CONFIGURATION



SPECIFICATION OF CALL CENTRE COMPONENTS

SYSTEM FEATURES

- Automatic Attendant
- Vacant Number Intercept
- Intercom
- Direct Inward Dialing (DID)
- Outbound Call (DOD)
- System Speed Dialing
- Call Hold
- Call Transfer
- Conference Call
- Permanent Call Forwarding
- Personal Voice Mailbox
- Music-on-hold

Fujitsu Call Centre Server			
Processor	Frequency	Pentium®4 1.8GHz	Pentium®4 2.4GHz
	L2 Cache	256KB	
	No. of CPU	1 or 2	
Memory	Standard	512MB / 1GB	
	Maximum	4GB	
I/O Slots	PCI	8 x PCI (33bits/33MHz)	
3.5" Bays	Quantity	3	
	Hot Plugs	2 (optional)	
	SCSI Harddisk	7,200rpm / 10,000rpm Ultra160	
Device Bays	FDD	1.44MB / 720KB fitted (std)	
	CD-ROM	40 x IDE fitted (std) / CD-RW (optional)	
Network Interface Card		100BASE-TX / 10 BASE-T x 1	
SCSI Controller		Ultra160	
I/O Ports		Keyboard, PS/2 mouse, 1 x VGA, 2 x Serial Ports 1 x Parallel Ports & 2 x USB Ports	
Power Supply Unit		340W / Dual 340W (optional)	
Operating System Software		Windows 2000 Server or Windows 2000 Pro.	
Database		Microsoft SQL / MySQL	
Telephony Interfaces	Trunks	4 x IDA-P (max) and / or 4,8,12,16 CO Lines	
	Lines	8, 16 or 24 Analog Interfaces (48 ports)	
Dimensions	W x D x H (mm)	443 x 506 x 177 mm	
Gross Weight		17kg.	

Fujitsu Call Centre Supervisor Terminal	
Processor / Frequency	Pentium III 500MHz or above
Memory	128MB or above
Display	SVGA Display Card and Monitor
Harddisk	2GB or above
Network Interface Card	100 Base-TX / 10 Base-T x 1
I/O Ports	Keyboard, PS/2 mouse
Operating System Software	Windows 95/98/ME, NT Workstation 4.0 or Windows 2000 Pro.

Fujitsu Call Centre Agent Station	
Processor / Frequency	Pentium III 500MHz or above
Memory	128MB or above
Display	SVGA Display Card and Monitor
Harddisk	2GB or above
Network Interface Card	100 Base-TX / 10 Base-T x 1
I/O Ports	Keyboard, PS/2 mouse
Operating System Software	Windows 95/98/ME, NT Workstation 4.0 or Windows 2000 Pro.

Specifications are subject to change without notice

Third Edition, February 2005

Fujitsu Hong Kong Limited

13/F., East Exchange Tower, 38-40 Leighton Road, Causeway Bay, Hong Kong.
Tel: (852)2837-1500 Fax: (852)2837-1397 Web Site: <http://hk.fujitsu.com>