



THE POSSIBILITIES ARE INFINITE

FUJITSU

Fujitsu IP Call Partner

Single Communication Platform for **All Enterprises**

Fujitsu IP Call Partner

The Key to Communication Efficiency for Enterprises

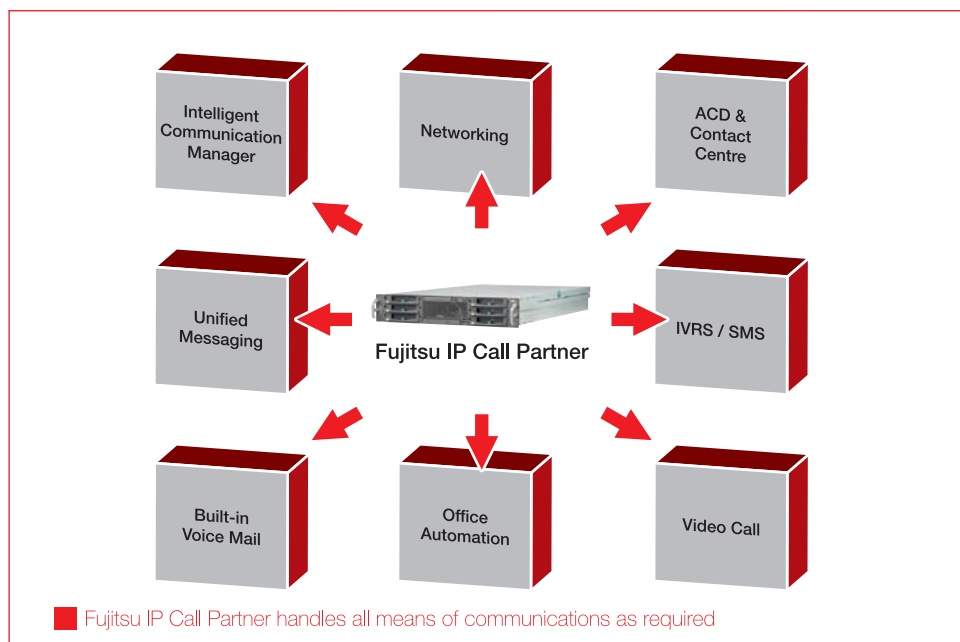
Nowadays enterprises are facing the challenges to manage all means of communications technology and to meet customer needs in a fast-paced and demanding business environment. With more than half century experience in the telecommunications industry, Fujitsu is proud to launch the IP Call Partner, a one-stop solution for enterprise communications.

Using advanced IP technology, IP Call Partner is designed as an open and single communication platform for voice, data and video communication functions, which is absolutely software based, scalable and flexible.



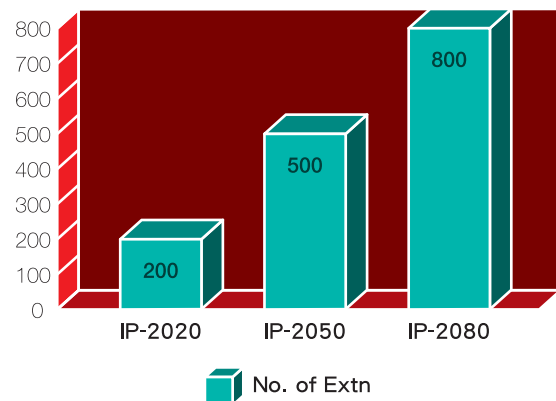
Absolute Software Implementation

Fujitsu IP Call Partner supersedes traditional telephony system that it does not require any hardware station and trunk card in the system. All functions and features are implemented on a highly reliable server with LINUX operating system through an IP trunk hooked up to the telecom carriers. Easy and efficient, Fujitsu IP Call Partner offers a robust, flexible and cost effective communication system to enterprise users.



Scalability to Match Business Growth

Fujitsu IP Call Partner adopts scalable design with 3 models, IP-2020, IP-2050 and IP-2080, which accommodate up to 200, 500 and 800 extensions respectively. Enterprises can always find a suitable starting point and upgrade seamlessly along with the business nature and growth.

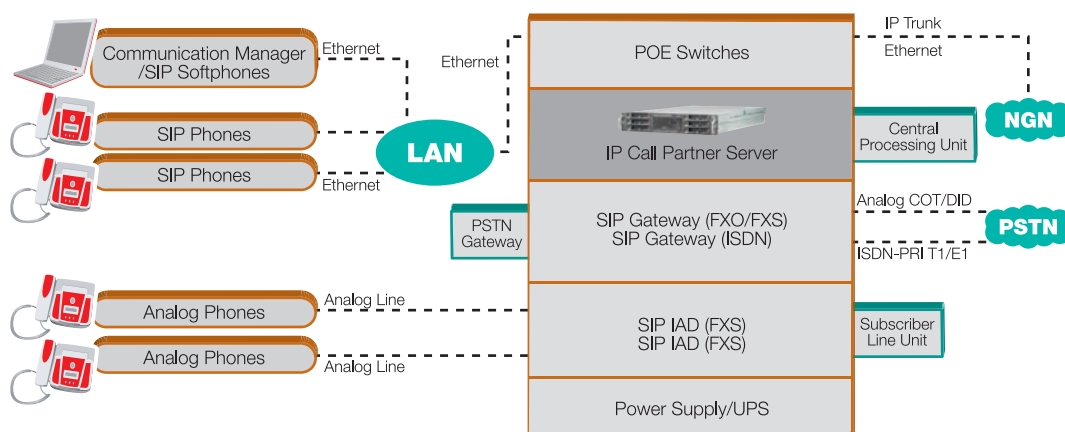


Advanced Technology with Open Standard Adoption

Fujitsu IP Call Partner is in full compliance with SIP 2.0 (Session Initiation Protocol) standard which can offer seamless migration to the future Next Generation Network (NGN) of telecommunications. Any peripherals and terminals in compliance with SIP 2.0 standard can be integrated to IP Call Partner with ease.

Flexibility for Secured Investment

With a flexible and scalable architecture, IP Call Partner server can be upgraded with additional services and features depending on budget and requirement along with different time frames. Besides, a short and efficient implementation schedule is enabled with the 100% software-based architecture. This eliminates excessive installations as in the traditional hardware-based platform.

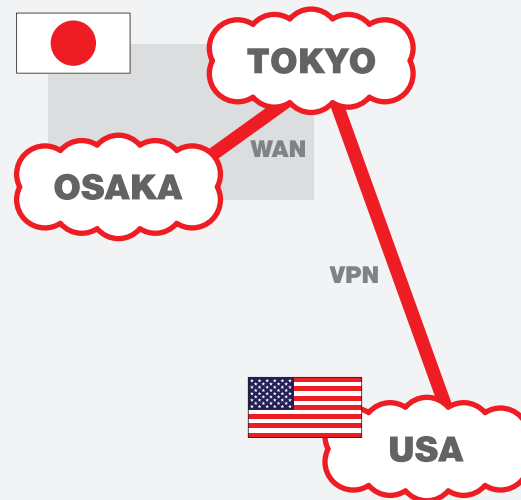


Fujitsu IP Call Partner Network Diagram

A Complete Solution in Business Environment

Global Networking for Unified Enterprise Numbering

Fujitsu IP Call Partner reduces the communication distance between offices in dispersed locations with the powerful networking function of voice-over-IP (VoIP) technology at minimized costs. With the merits of broadband network, remote offices and extensions can easily be deployed via the Internet under a unified enterprise numbering plan.



Features & Benefits:

- ❖ Bypass costs on international voice call or IDD with VoIP technology
- ❖ Eliminate expensive international voice tie lines

Intelligent Communication Manager as Powerful Web-based Portal

With the user-friendly, web-based Intelligent Communication Manager, any communication task is just one click away. Enterprise users of both general and mobile offices environment can handle voicemail, faxmail and email operations simultaneously. Network and personal phonebooks (synchronous with Microsoft Outlook), active phone, hot desking, and the following features add to the benefits:



Intelligent Communication Manager for Easy Web-based Administration

- ❖ User-friendly Windows PC interface
- ❖ Click-to-Call functions; e.g. dialing pad, reply to missed calls and frequently used numbers
- ❖ Intelligent Call Waiting functions; e.g. Autodisplay of caller name, forced diversion to voicemail or "On the Fly" number, distinctive & VIP ringing tone
- ❖ Intelligent Call Routing functions; e.g. phone status, caller list
- ❖ Conferencing call services; e.g. calling and inviting partners
- ❖ Boss & Secretary



Automatic Call Centre for Better Business Efficiency

Fujitsu IP Call Partner acts as an Automatic Call Distributor (ACD) or Contact Centre for enterprises to maximize business efficiency. In a simple and flexible way, it handles ACD inbound service hotline as well as outbound predictive dialing for marketing purposes. Paralleled with various real time monitoring tools and reports, statistical data is recorded for future resources and service level planning.

Features & Benefits:

- ❖ Skill Base Routing
- ❖ Caller ID Identification Routing
- ❖ Predictive Dialing
- ❖ Profile Screen Pop Up
- ❖ Free Seating
- ❖ Real Time System Monitoring
- ❖ Silent Monitoring, Coaching
- ❖ Forced Agent Sign Off
- ❖ Integration to External Database
- ❖ Resource Management Reports



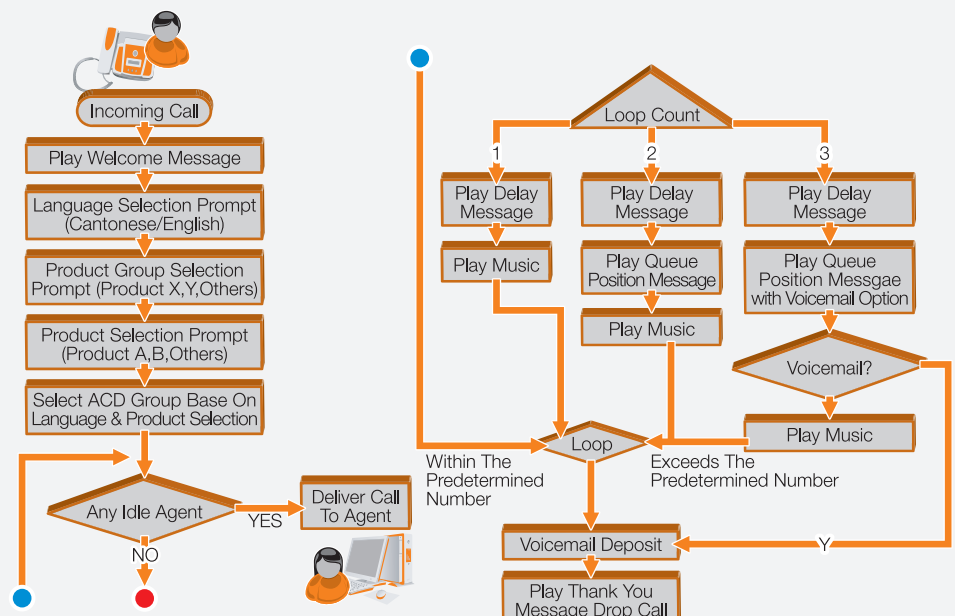
Agent Display, ACD Supervisor Display

Multi-tasking Interactive Voice Response System

Enterprises receive thousands of daily incoming calls for service and product enquiry. With IVRS (Interactive Voice Response System), incoming callers can either retrieve (e.g. product information) or provide (e.g. place orders) information to enterprises through the pre-recorded and standardized IVRS applications in a timely and professional manner.

Features & Benefits:

- ❖ User-friendly GUI Base (drag & drop)
- ❖ Customizable IVR flow
- ❖ Customizable Announcement
- ❖ Text-To-Speech
- ❖ Automatic Speech Recognition
- ❖ On Line Update
- ❖ Integration to External Database
- ❖ Fax On Demand



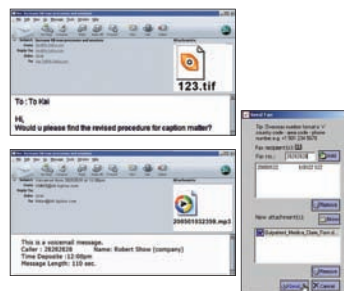


Unified Messaging for Integrated Communication

Nowadays enterprises strongly demand an integration of communication which the traditional PABX system can no longer satisfy. Fujitsu IP Call Partner enables enterprise users to handle voicemail, faxmail and email seamlessly on their desktop or notebook computer both locally and remotely.

Features & Benefits:

- ❖ Click To Listen Voice Mail
- ❖ Voice Mail to Email
- ❖ Remote Dial in Access Voice Mail
- ❖ Personal Fax Number Assigned
- ❖ Click To Send Fax Mail
- ❖ Receive Fax In Form of Email
- ❖ Junk Fax Rejection

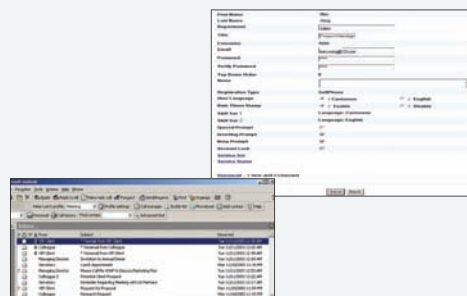


Built-in Voice Mail for Building a Professional Image

Voice mail becomes mandatory in today's business environment as customer service always begins with a call and how it is handled. With Fujitsu IP Call Partner, enterprise users can retrieve voice mail messages anytime and anywhere, via telephone or email. Voice prompts can also be customized for different occasions or conditions to impress the callers with a better business image.

Features & Benefits:

- ❖ Personal Mail Box, Bilingual Prompts
- ❖ Voice Mail to Email
- ❖ On Screen Mail Box Administration
- ❖ Remote Activation Call Forwarding
- ❖ Remote Message Retrieval



Mail Box Web Admin, Voicemail to Email

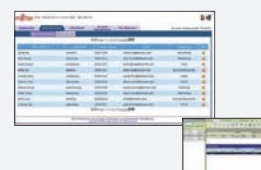


Hassle-Free Office Environment

Fujitsu IP Call Partner facilitates operators to perform excellently in terms of call handling and notes / message delivery with the advanced PC console. Administrators also have total control to manage the system with the Company Administration Portal.

Features & Benefits:

- ❖ **General Office Feature;**
e.g. **Call Level Interface (CLI), Intercom, Direct Inward Dial (DID) / Direct Outward Dial (DOD), Call Waiting, Hold & Transfer, Call Forwarding, Call Pick Up**
- ❖ **PC Base Attendant Console;** e.g. **Call Queuing, Multiple Call Management, One Click Transfer, DSS Sub-console, Notes Taking, Day / Night Mode**
- ❖ **Company Admin Portal;**
e.g. **User Account Management, Extension Number Assignment, Enterprise Phonebook Management, Boss & Secretary Assignment, Multi Line Hunting, Call Pick Up Group List**



Video Communication for Real-time Interaction

With tremendous improvement in IP convergence technology and CPUs and DSPs architecture, packet-based video communication can be achieved at affordable costs. Fujitsu IP Call Partner has a framework that adopts the upcoming Video Call algorithm, the H.264/MPEG-4 AVC, to elevate the capability of communication to new horizons.

Features & Benefits:

- ❖ **Person-to-person video call**
- ❖ **Video ring back picture or movie**
(e.g. **personal picture, movie, company logo, movie, etc.**)
- ❖ **Video Call**
- ❖ **Multi parties video conference call**
- ❖ **Dial up information service with video contents**

