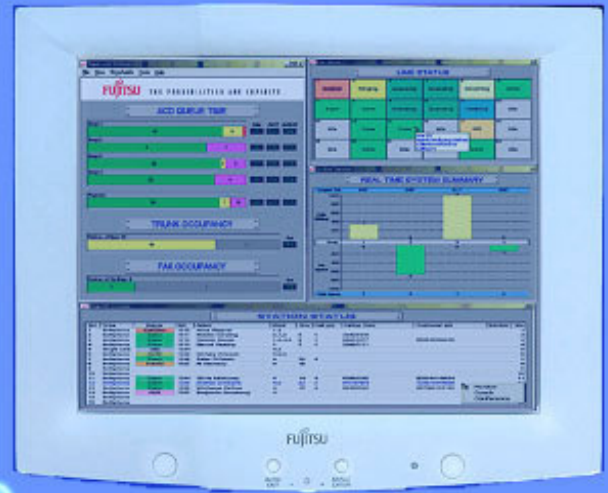THE POSSIBILITIES ARE INFINITE FUJITSU
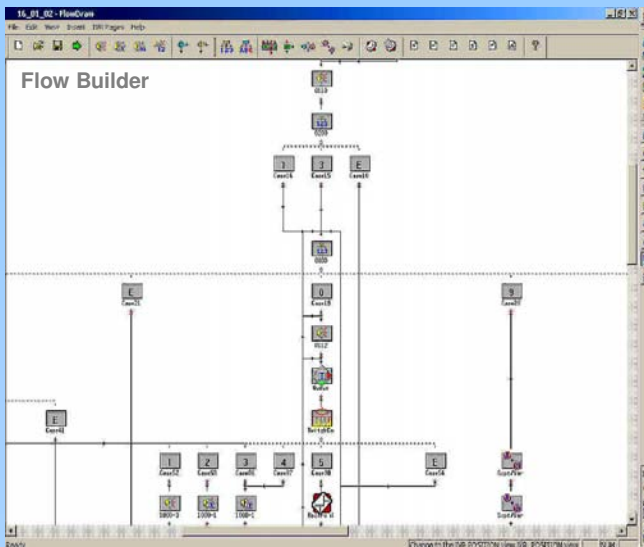
CCRM-1

A Single Box CallCentre Solution

Watch The Moves and Take Control

IVR FEATURES

- **Multi-levels Voice Guiding Menus**

- **Multi-lingual Design**

- **Get-Keys, DNIS & CND Call Routing Schemes**

- **Dynamic Call Routes Configuration**

- **Automatic Speech Recognition (ASR)**

- **Text-to-Speech Generation (TTS)**

SUPERVISOR FEATURES

- **Real Time Status Display**

- **Dynamic Threshold Adjustment**

- **Silent Monitoring with Override Option**

- **Whispering Call**

- **Historical Performance Reports**

Flow Builder

Fujitsu CCRM-1, an all-in-one system built with the most reliable hardware and well developed software. It consists of all the necessary component for the operation of a business CallCentre. A field configurable Interactive Voice Response module (IVR) works as the frontline to receive customer calls , an Automatic Call Distribution module (ACD) handles the flow of the customer calls as well as the functionalities of the customer service operators. Furthermore, the built-in Call Analysing software monitors all the resources of the CallCentre and provides a Real Time status display about trunk utilization, agent staffing, service performance and many others. Itemized historical reports from days to year interval can be generated for performance evaluation, service enhancement and future business planning of the CallCentre.

SUPERVISOR TERMINAL

The CallCentre Supervisor is the commander who takes instant actions to maintain the operation of the centre in the highest efficiency and service. Commands can be applied right at the screen and will be effected instantly. Multiple Real Time Status screens provide last second statistics for the Supervisor. Supervisor can check more detail information moving the mouse pointer over an item on the Real Time display window. Multiple colours scheme helps the Supervisor to view the changing status easily even from a distance away from the Supervisor Terminal.
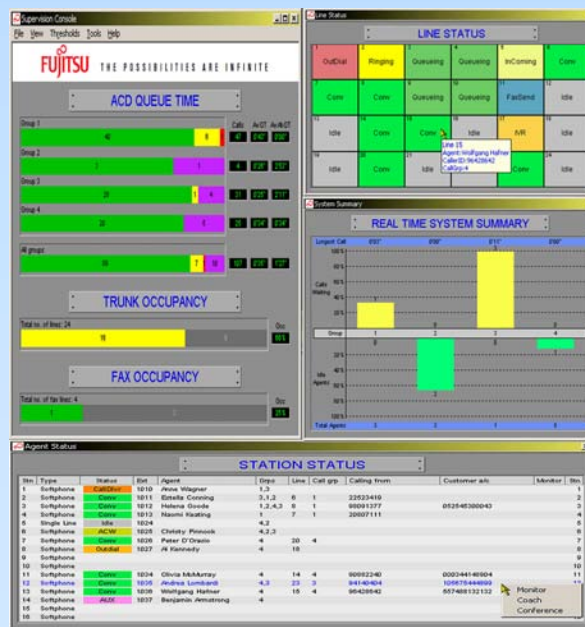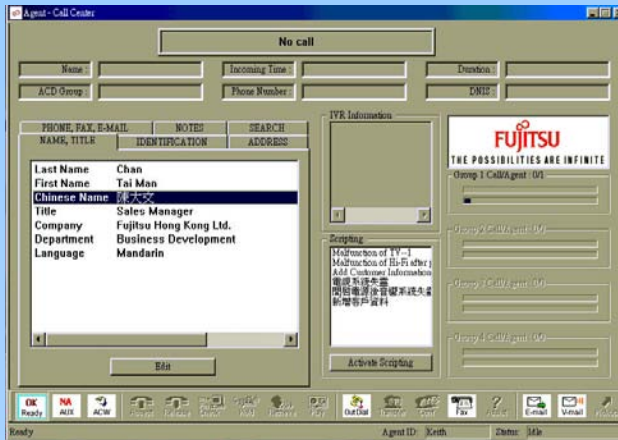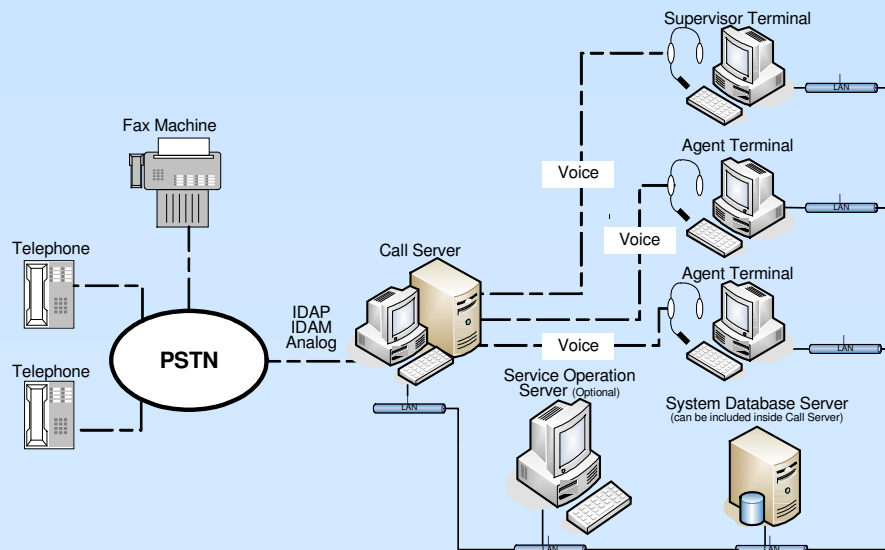
Streamline Work Flow = Higher Production

AGENT STATION

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 form 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

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

SPECIFICATION OF CALL CENTRE COMPONENTS

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.