

Call Center Advanced System

- PDS
- ICC
- ERMS
- WFM
- CDR(SMDR)
- UMS



PDS Architecture

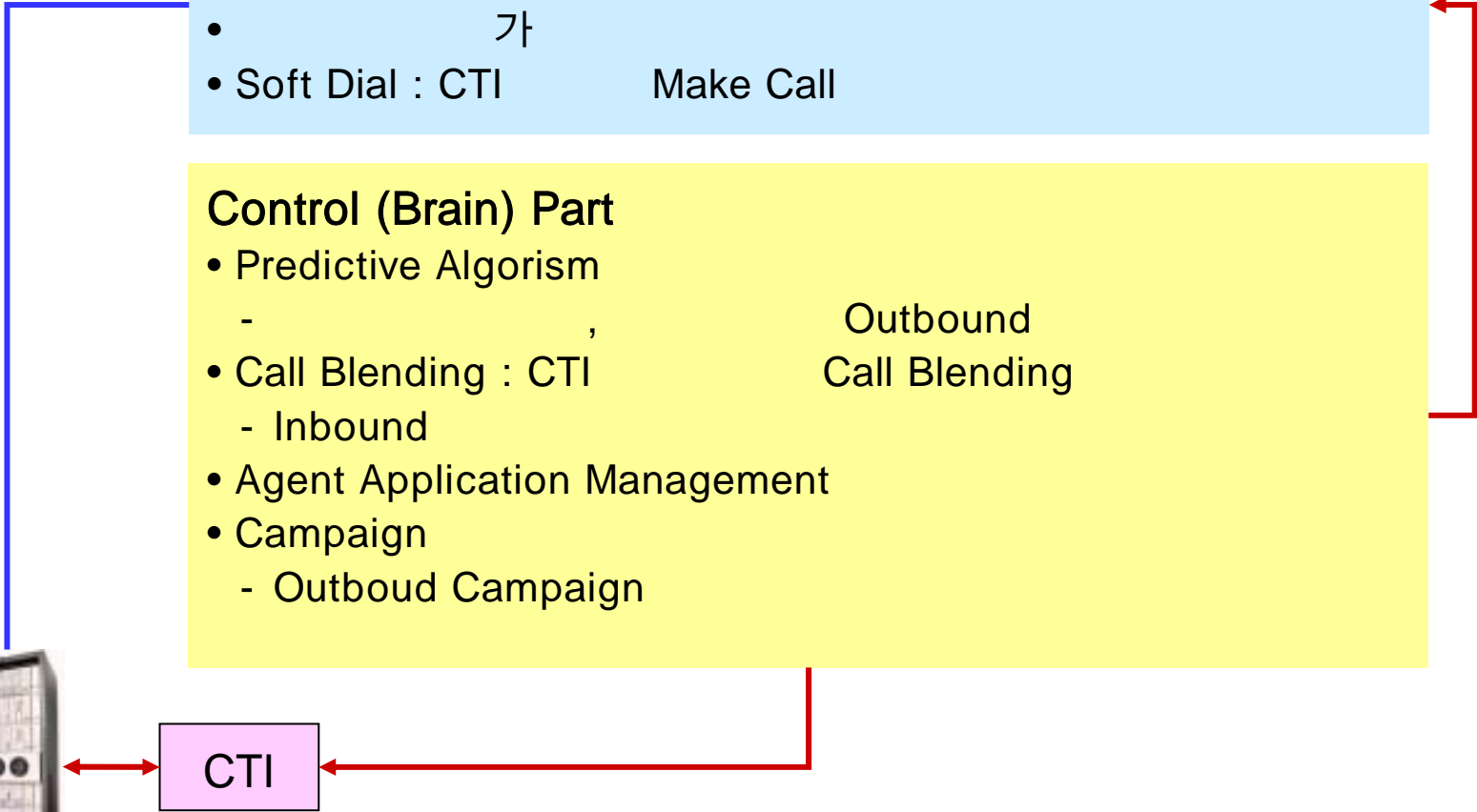
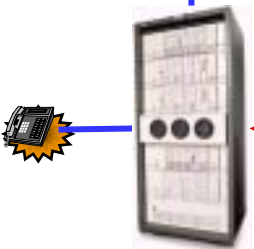
Processing Part

- ACD
- 가
- Soft Dial : CTI Make Call

Control (Brain) Part

- Predictive Algorism
 - , Outbound
- Call Blending : CTI Call Blending
 - Inbound
- Agent Application Management
- Campaign
 - Outboud Campaign

CTI



Out Bound Type

Telemarketing

- ✓ Telesales
- ✓ Call Backs
- ✓ Fund-raising
- ✓ Market research
- ✓ Polling

Collections

- ✓ Collection
- ✓ Black List

CRM Proactive Contact

- Service follow-ups
- , , ,
- Welcome, Happy calls
- Requested callbacks
-
-
- 가
- DM
- Segment History History

Integrated Contact Center

VoIP

- Data Bandwidth 가,
- QOS , VoIP 가
- VoIP가

Web Collaboration

- Web Push:
- Web Synch :
- Form Sharing :

Chat

-
- Multi Chatting

Web Self Help

- FAQ
-
- 가

Email

-
-
- Skill based

Service Consistency

Universal Queue Management

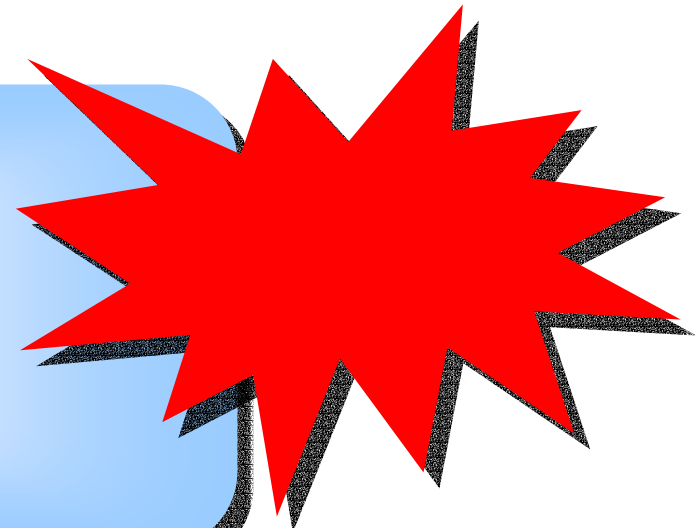
-
- VoIP, Email
-

Universal Agent

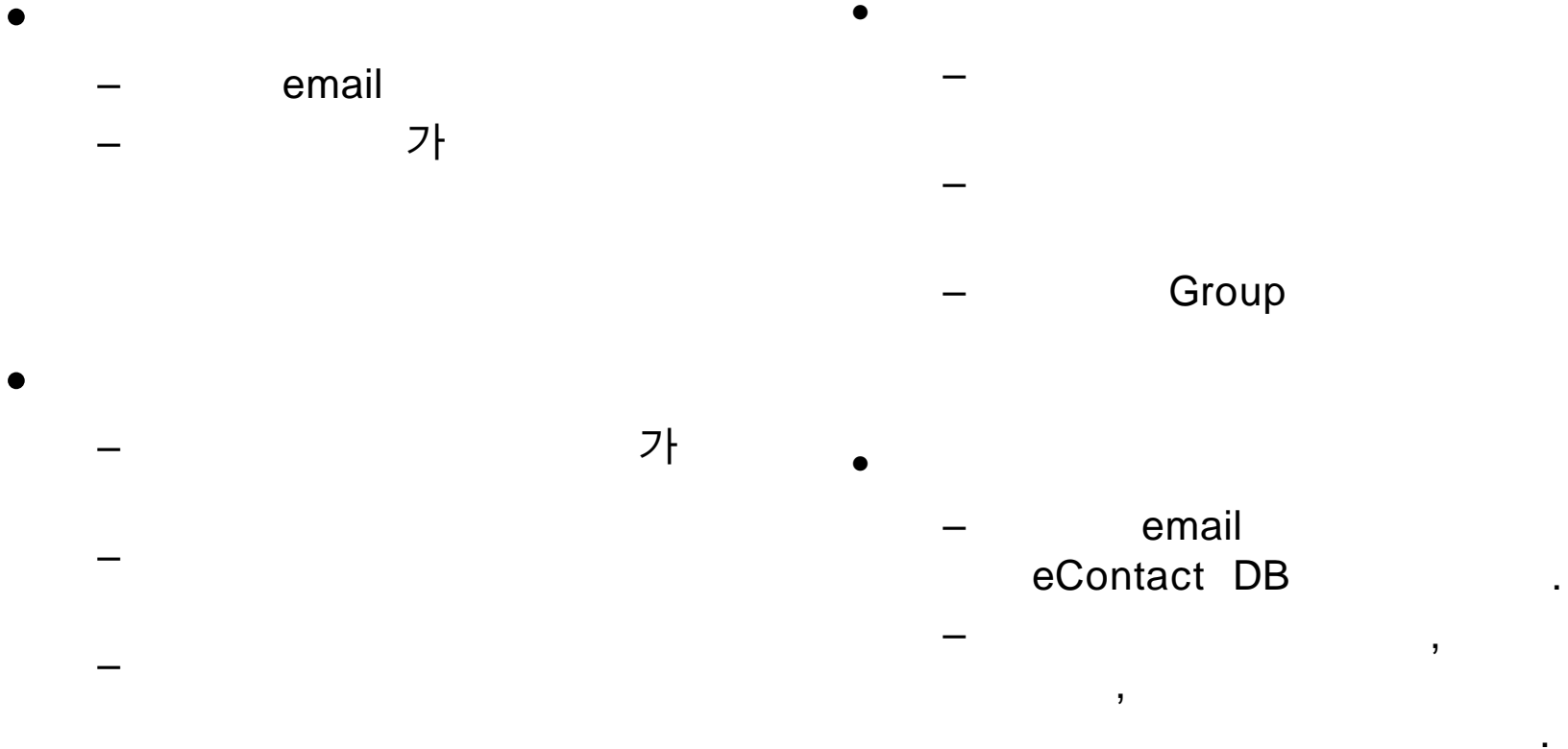
-
- VoIP
-
-

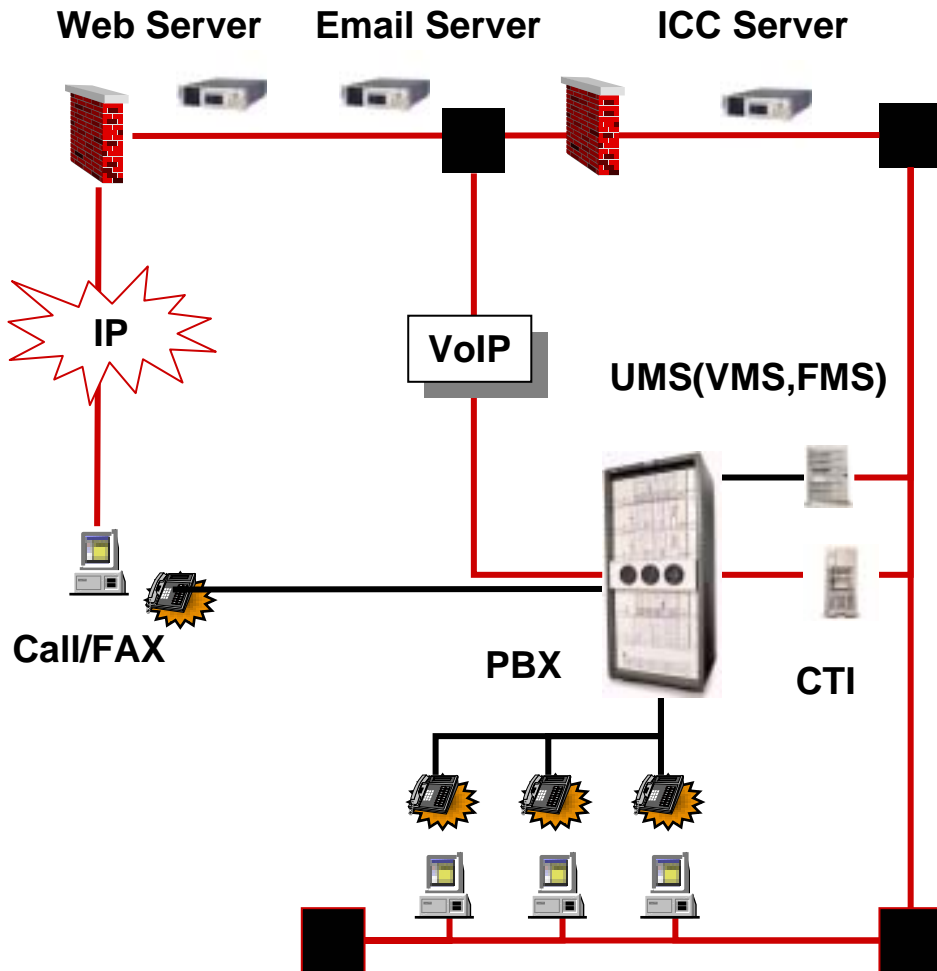
Service Consistency

-
- VIP VoIP, email,
- History
- email
- web



ERMS (email response management System)





Internet

web site
Web, email
Web site

ICC

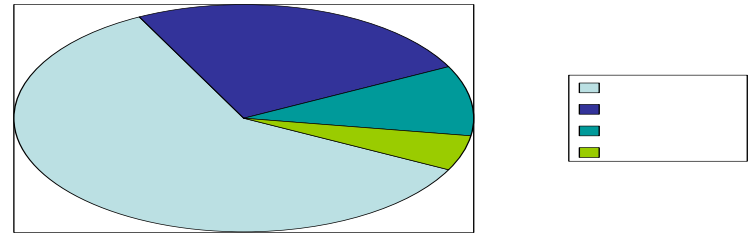
ICC : CTI
Web
VoIP G/W : IP ACD

CTI

CTI , ACD, CTI, R/D
CTI Call Center Application : DB

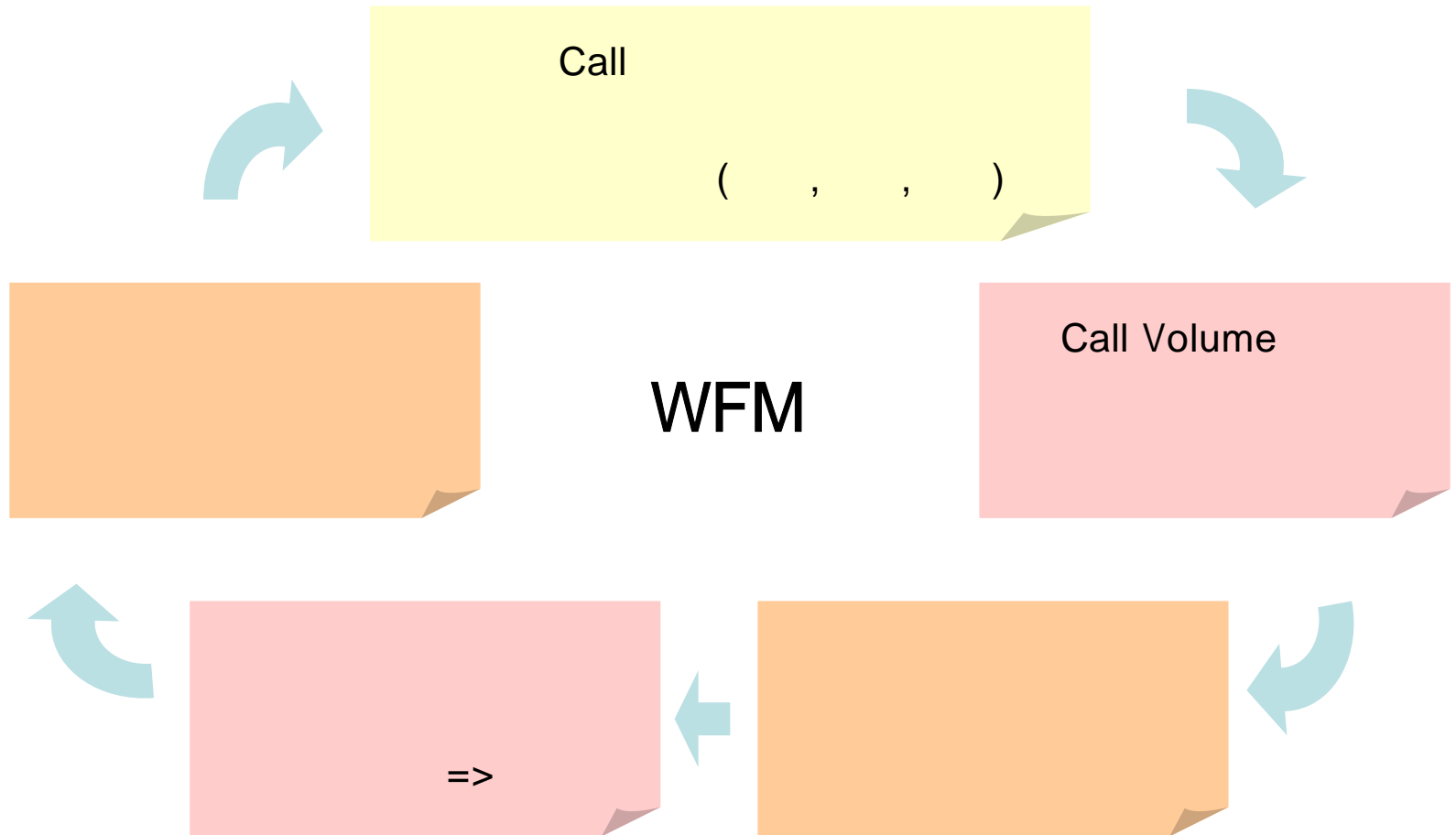
Call Center

- 50% 가
- 60% :
- 25% : /
- 10% :
- 5% :

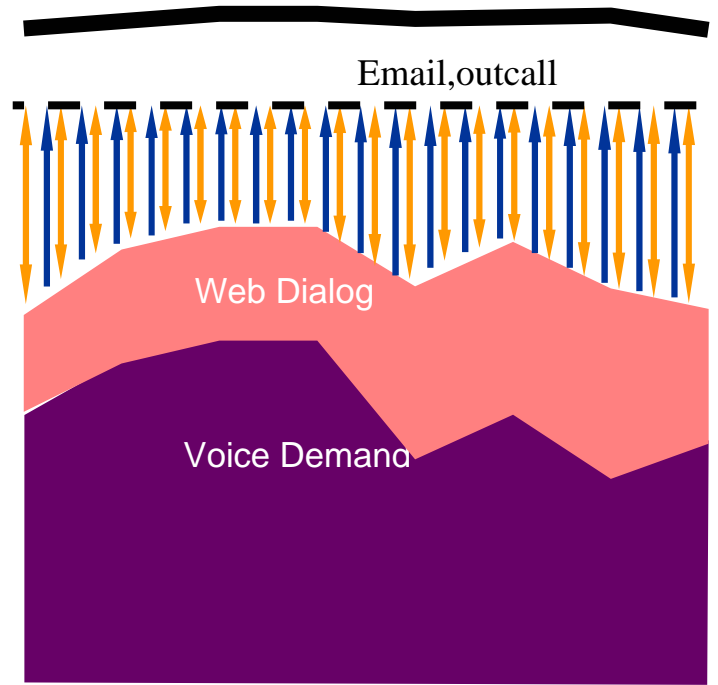
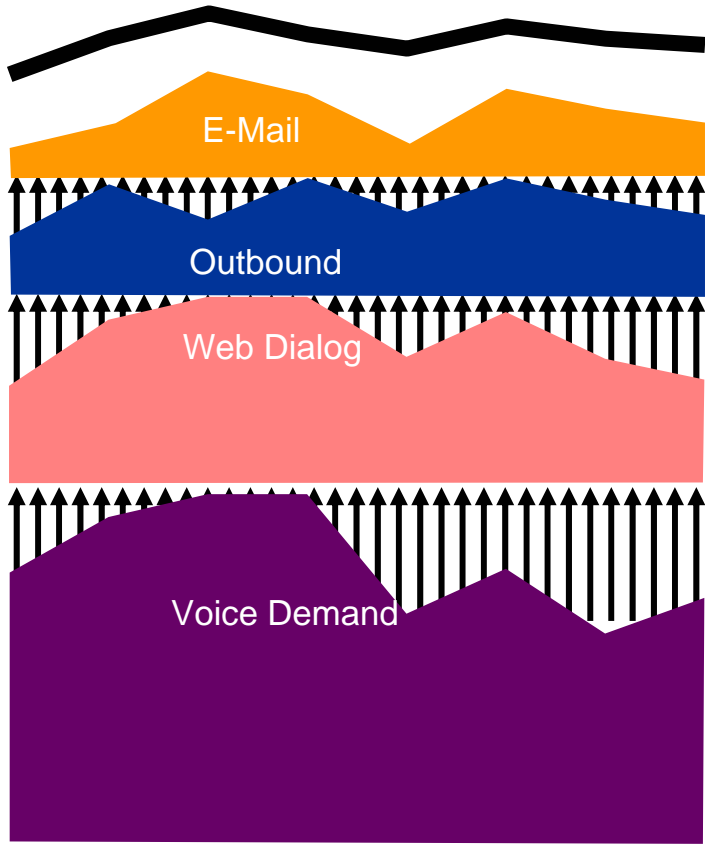


TCS Management

WFM Functionality



WFM



CDR(SMDR) & UMS

- Call Detail Recording
 - Station Message Detail Recording
 - Station In, Out
 - Logging
- Enterprise UMS
 - FAX, voice
 -
 - email, voice, FAX
 - ICC, ERMS