

ASP

2003 12 2



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- ❑
- ❑ IP
- ❑ IPCC on-demand (BT)
- ❑ Paradigm shift @ Contact center
- ❑ ()

-
- IP
- IPCC ‘circuit backup’
‘ , ’
- ‘ network-hosted’
,
- 가 ‘ , ’

□ ‘ (2006)’ – 가





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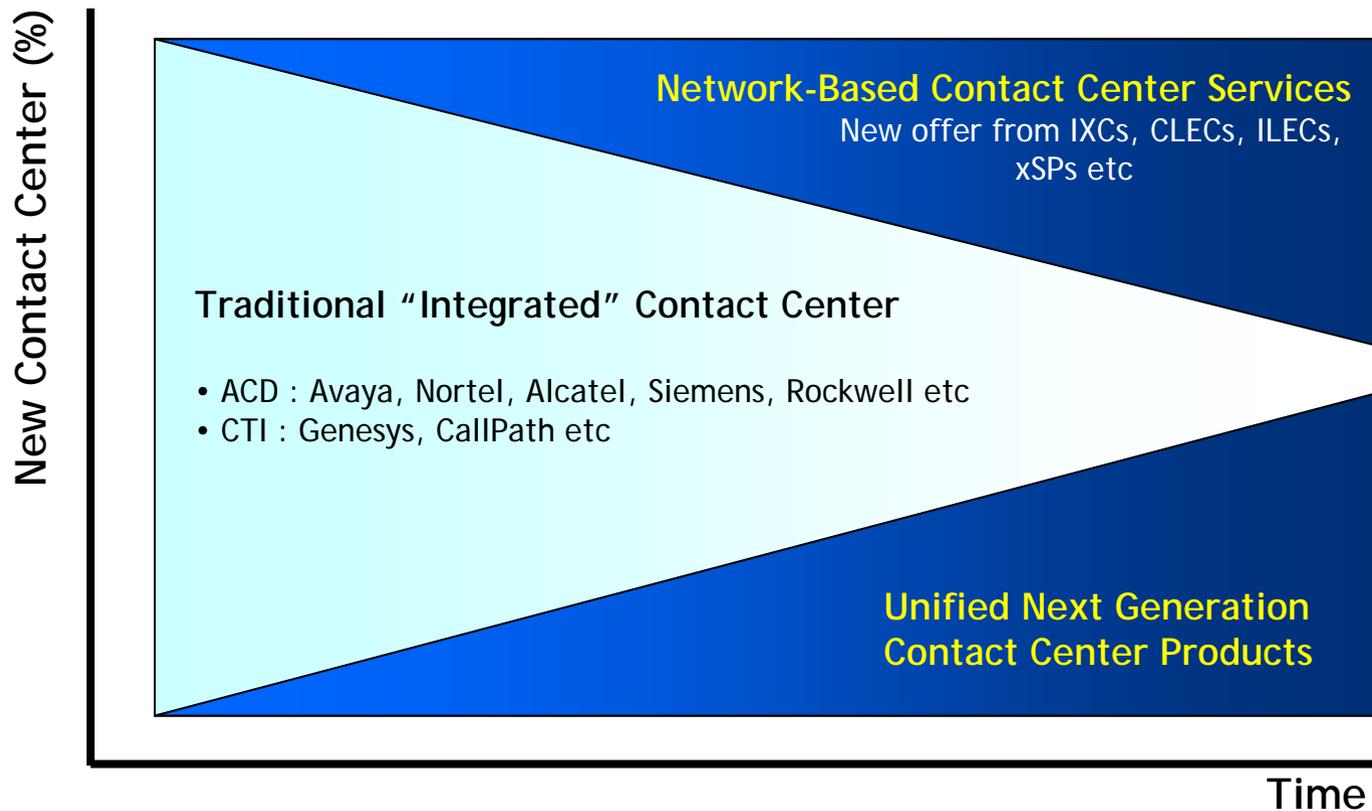
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가 (on-demand)

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		IP Network
	(call)	(packet)
	(先)	
	,	
	IP Network backup 가	POTS VoIP backup , 2001.9.11 가 (2001.10 Yankee Group)

- ‘recovery service’
- ‘network-hosted contact center’
- IVR IP
- 12 가
- ‘PC’ ‘satellite connection’
- , ‘Contact Center On-demand’

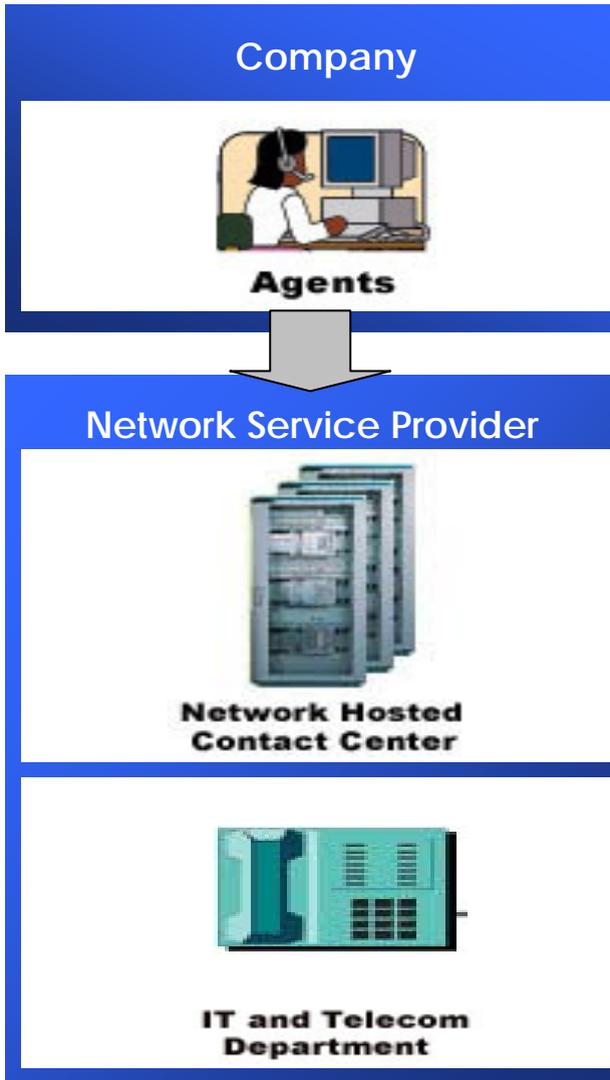
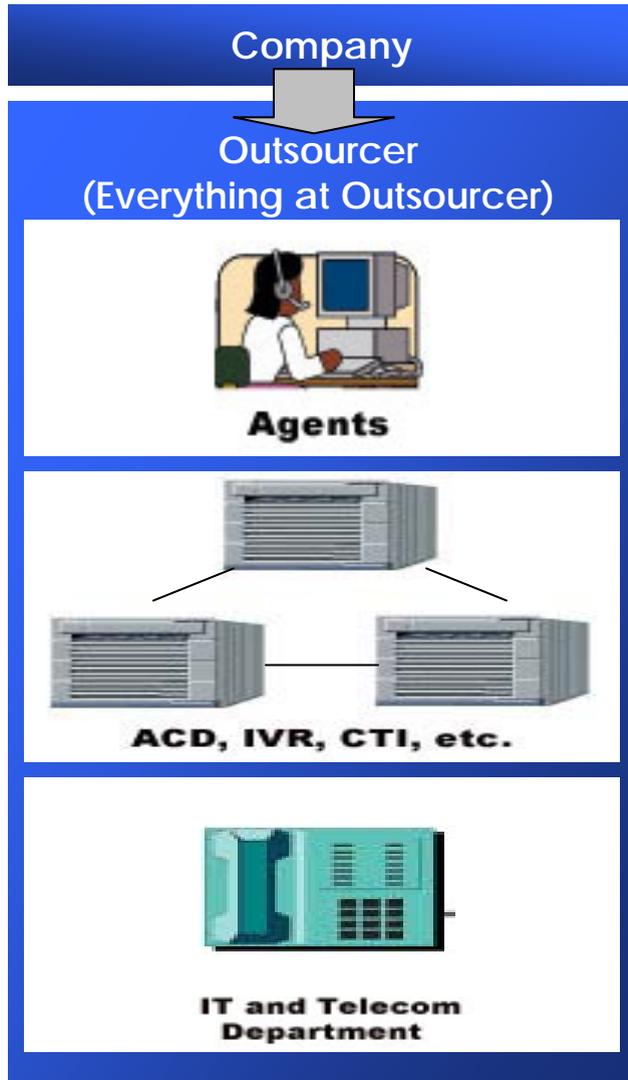
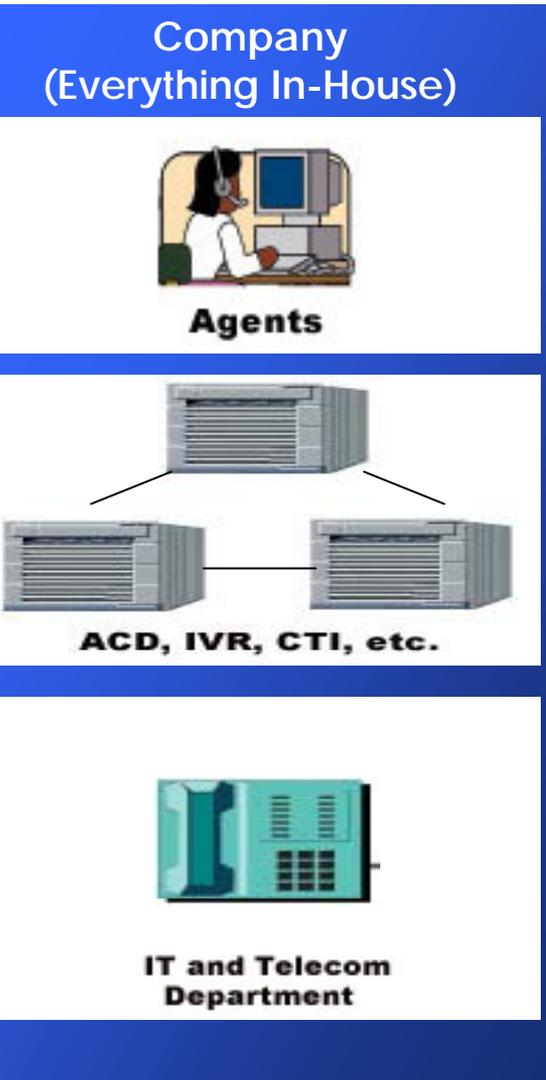


◆ Source: Gartner, 2002

Premise - Based

Outsourced

On - Demand



	opinions
<p>Ovum Research (www.ovum.com)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> In 2005, worldwide population of contact center will be bigger than 11,500,000 seats (agents). <input type="checkbox"/> In 2005, 35% of install based contact centers will be network hosted basis.
<p>Data Monitor (www.datamonitor.com)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> 6,500,000 seats (agents) in 2003 <input type="checkbox"/> 9,500,000 seats (agents) in 2007 <input type="checkbox"/> Europe, Americas --- 62% Asia and others --- 38%

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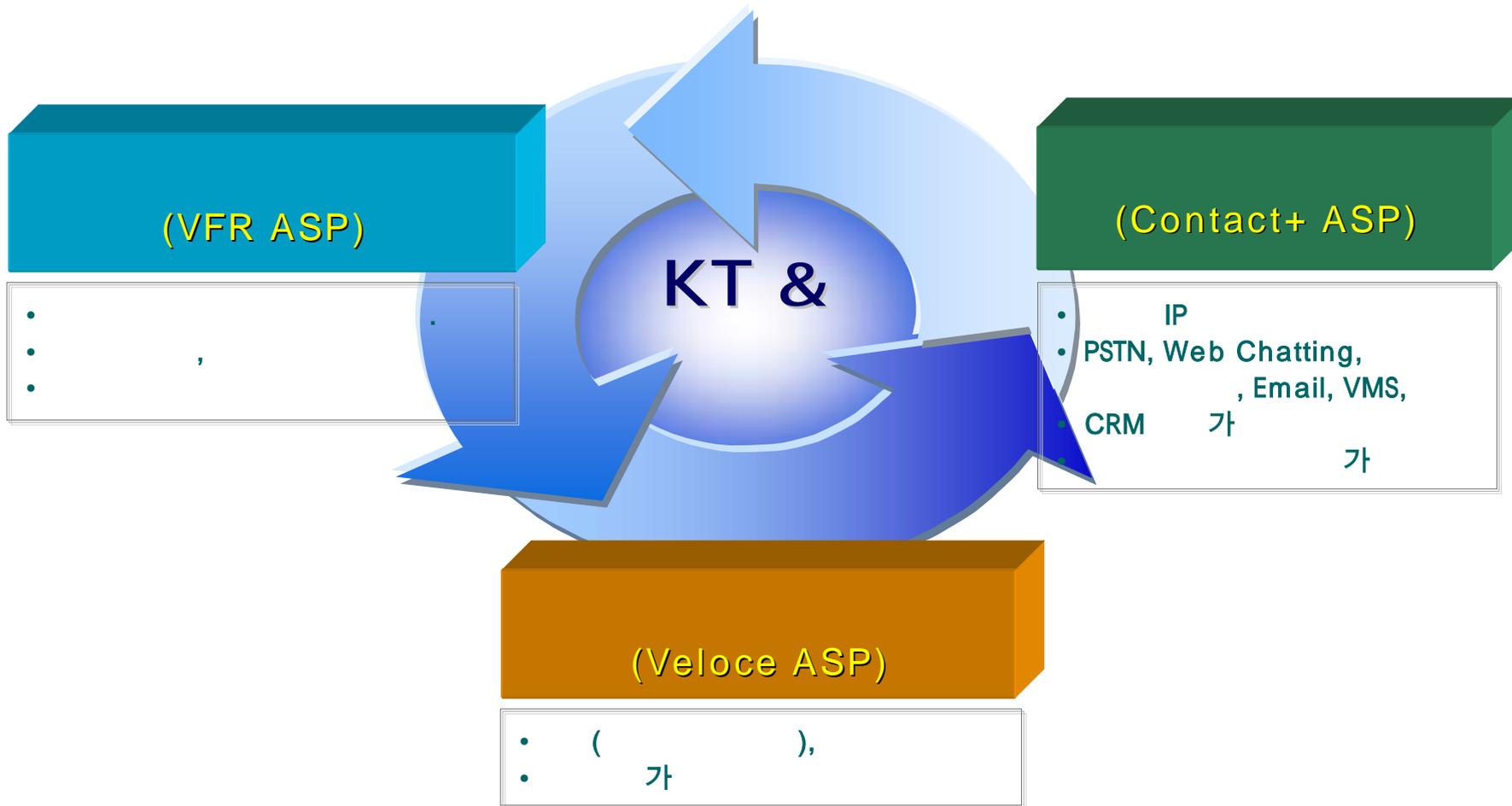
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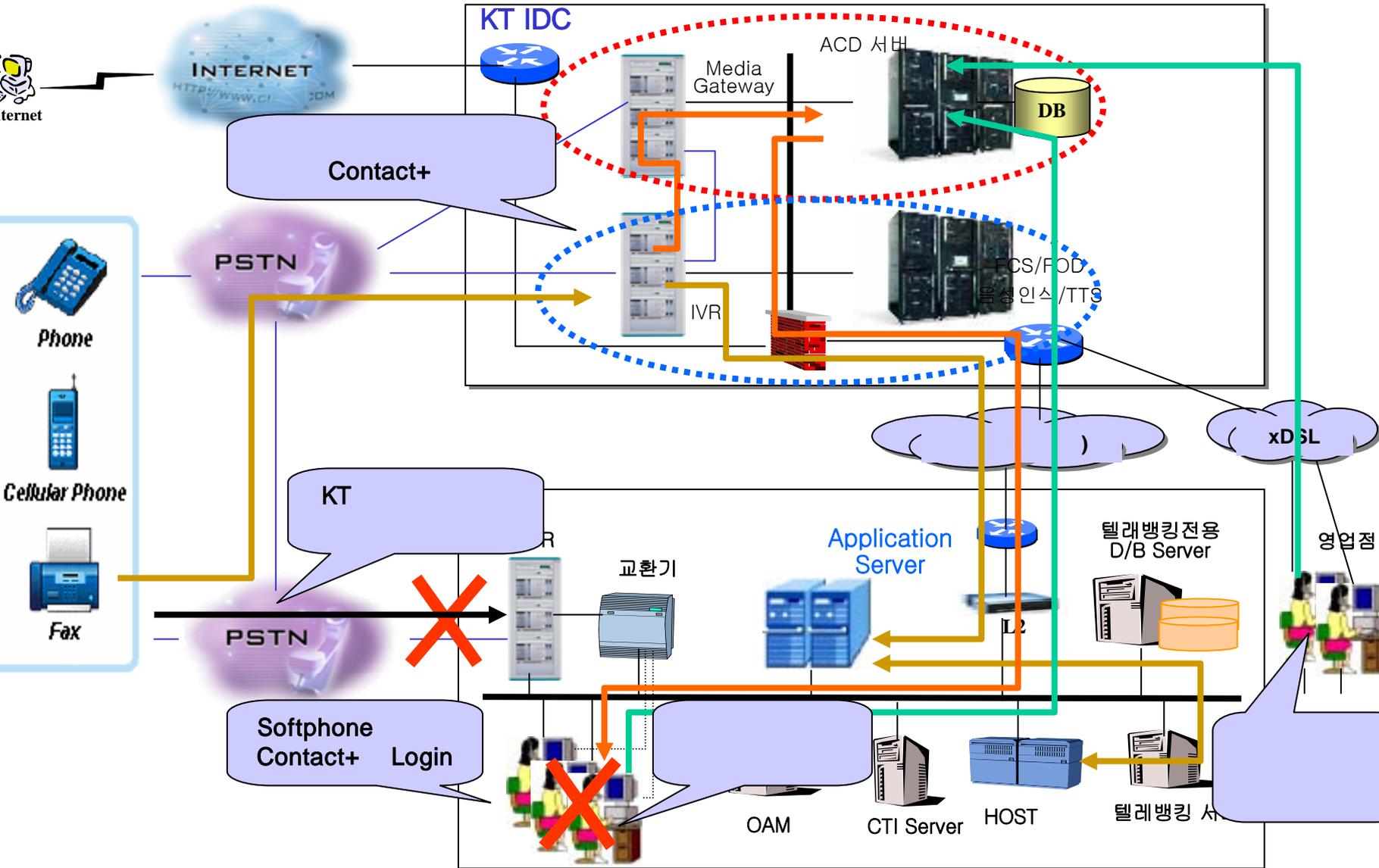
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