

THE POSSIBILITIES ARE INFINITE

Telecommunications

EasyRun Products



The flexible way to enhance your communications system



The ever-growing need to service customers with more cost-efficient yet more diverse channels, such as email and the Internet, has caused the evolution of support-centric call centres into multi-purpose, multimedia contact centres.

EPICCenter

EPICCenter is a comprehensive, multimedia, routing and management system designed to control and monitor the interaction, distribution and handling activities of the contact centre.

EPICCenter is a highly configurable and functionally rich Windows™ based application.

It supports CRM, workforce management and Call Recording systems integration, transparent information retrieval from a business application or external database as well as email messaging and web interaction capabilities.

Continuous Improvement

EPICCenter's modular architecture allows administrators to change the functionality and structure of their contact centre easily and smoothly. Its scalability enables an organisation to grow without the need for massive re-investment. EPICCenter encompasses the elements needed to ensure a superior service for both the contact centre and its customers.





VoIP

EPICCenter supports legacy PABX and Internet based PABXs (IP-PABXs) with the ability to use the same application across either or both telephony platforms. This provides a saving cost by averting the need for new integration, training and contact centre down time.



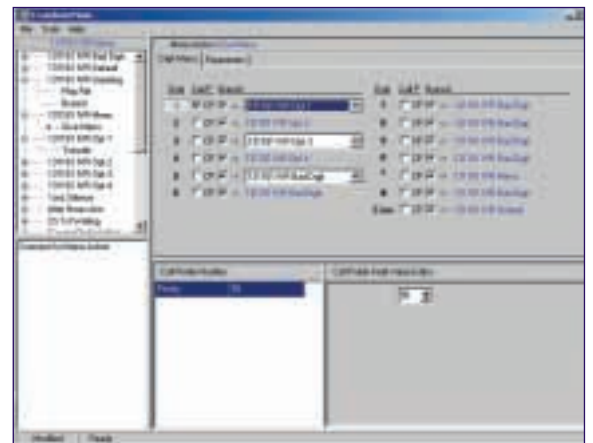
EPICCenter's primary features are:

- Fully featured inbound and outbound contact centre application
- Multimedia routing - all available media types are treated identically
- Unique and powerful built-in report generator for all media call types
- Web enabled contact centre using chat and web collaboration tools
- Email intelligent and statistical automatic rules router
- The EPICCenter integrates with existing CRM systems, workforce management and call recording systems
- MS-Windows™ technology based

EPICCenter Modules

EPICEngine

Provides an easy-to-use and easy-to-comprehend User Interface for building call routing rules. This easily operated and flexible rules based system enables significant improvement in the level of service an organisation provides to its customers as well as reducing the total cost of ownership.



In addition to the basic ACD routing, the EPICEngine also provides:

- Routing calls based on CRM or organisation database information
- Comprehensive IVR capabilities
- Best skilled agent routing
- Longest waiting time routing
- Statistical routing capabilities
- Call routing behaviour according to requested service
- Fine tuning routing and much more





EPICAdmin

The administration application enables authorised supervisors to define the parameters of different system entities (i.e. agents, agent groups, trunk groups) and easily modify their profiles. Including:

- Several administration levels with different access rights
- Defining the information that will be available for historical and real-time reports
- Dealer can support the contact centre application via the internet

EPICVisor

A powerful Management Information System (MIS) providing a series of applications; historical reports, wall board and real-time supervisory functions.



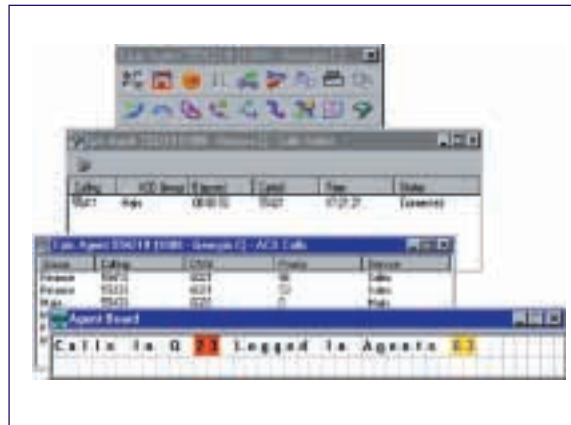
Multi-site Support

The EPICVisor also features remote supervisor and remote network support capabilities.

EPICAgent

A smart MS-Windows™ based software application that provides the agent with several easily operated timesaving capabilities. The EPICAgent's tool bar provides the agent with an easy-working interface that can be customised by the administrator to contain the most frequently used features. The tool bar was designed to stay on top yet be small enough to use with CRM/other applications.

A variety of telephony functions can be operated from the Agent's monitor; ability to see details on incoming calls, local queue viewing with the ability to selectively answer calls according to various needs.



Easy to use and manipulate Windows-based application

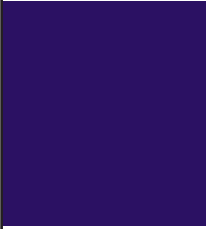
- Agent application takes up small screen space, enabling other applications native to contact centre (i.e. CRM), to utilise the rest of the screen
- Agents can view a real-time display of all the calls the agent is about to handle, filtered by parameters previously set by the Agent
- Call/customer information can be presented from a CRM or legacy database as well as from IVR responses
- Agent board

EPICEmail

Single routing/multimedia routing allows incoming emails and faxes to be handled using the same routing methods as regular voice calls.

When an email enters the system, an intelligent routing algorithm activates a set of sophisticated rules.

- Emails are treated as all other incoming media types, and are subject to a defined set of rules
- Works with all standard email servers



EPICWeb

A web module that allows the implementation of a multimedia centre (web, chat or VoIP). The EPICWeb enables agents to provide assistance with the filling out of forms, such as shopping carts. EPICWeb supports web chats and makes it possible for the agent to use predefined text to answer some of the more common questions.

The EPICWeb also supports web collaboration via push and pull technologies, so that the agent can provide customers with relevant web pages, and vice versa.

- Smart chat support with preset text strings for FAQs
- Push and pull technology support
- Simultaneous browsing
- Dealer's web support
- Firewall-friendly chat application

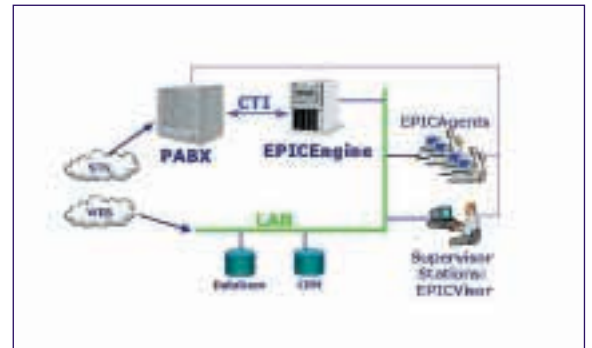
The EPICCenter system enables the contact centre managers to design an interaction routing plan and accurately assess contact centre activity trends. On the basis of this information, management can make informed decisions to meet the contact centre's requirements and better serve existing and future customers.



Campaigning

EPICCenter supports multiple campaigns running simultaneously or at predefined times. Agents can operate on a campaign only basis or on a blended basis, intermixed with inbound calls.

EPICCenter's campaigning interfaces with external databases and allows the status and call results to be captured and reported on.



Reporting

Though reports can be exported to a wide variety of formats for use in other media including HTML advanced reporting tools minimise the need for export to third party spreadsheet applications.

About Fujitsu

Fujitsu is a global leader in information and communications technology solutions. In Australia and New Zealand Fujitsu is recognised as a leading systems integrator and services provider. From the desktop to the data centre; multivendor procurement to prime contracting; consulting to systems integration, Fujitsu has earned a reputation as the single supplier of choice for leading corporate and government organisations.

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