



FEATURES AND FUNCTIONALITIES
FLP[®] CUSTOMER SERVICES CENTER



FLP® CUSTOMER SERVICES CENTER

QUALITY SERVICES, CUSTOMER SATISFACTION, DRIVE REVENUE

FLP® Customer Services Center solution improves customer services, drive revenue, reduce paperwork costs, raise overall employee productivity and uplift company image. Your customer service executives, while answering hotline calls, can simultaneously enquire into the system.

KNOW CUSTOMER REQUEST IN ADVANCE

The efficient FLP® Customer Services Center always provides the most updated information online, e.g. date of purchase, model number, version number, last service call, last maintenance, warranty due date and customer name. The always up-to-date information ensures that your company always offers the highest grade of customer services to your customers as your staff can easily predict the expectation of a service call.



FEATURES

Customer services support

Customer Profile

Service Scheduling

Service Call History

Support for management unstructured information

Help and Technical Support Request

Promote Service Contract Renewal Success Rate

Global Access

Support Multiple Users, Multiple Languages, Multiple Currency

Collaboration Platform to Foster Teamwork, Share Work and Information

Security - user only sees role-based information

Facilitate Promotion Campaign

Mail Merge

Email and Calendaring

Built-in IBM Beacon Award Winning Report Writer

Seamlessly integrated with other FLP® solutions

CUSTOMER PROFILE

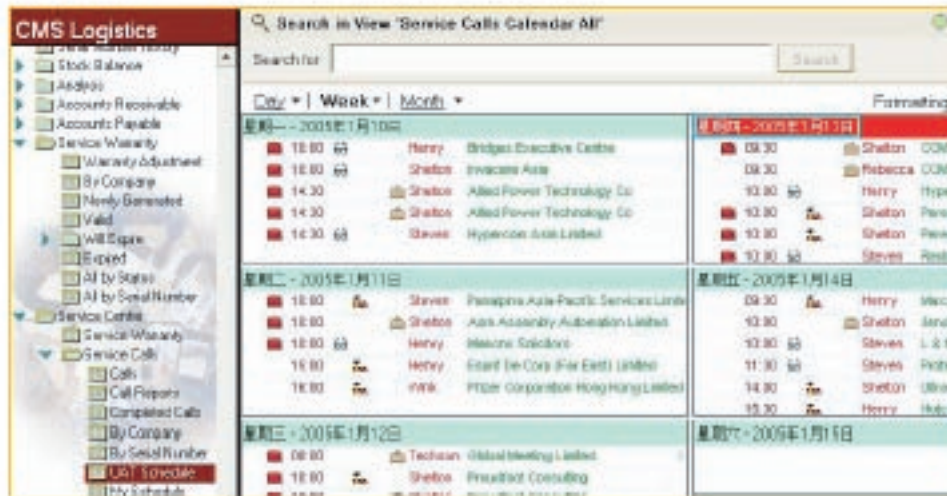
Each customer will have a profile record which holds all the customer information : company name, company address, contact telephone number, fax number, customer type, business type, and website address etc. These data will be available for use by other FLP functions, user do not have to enter the data again when the data, such as company address, is required by other FLP functions

The screenshot shows a web browser window displaying the 'UAT Basic' customer profile form. The form is titled 'Basic' and includes the following information:

- Company Name:** Bank of China
- Chinese Name:** 中國銀行
- Status:** Have Business

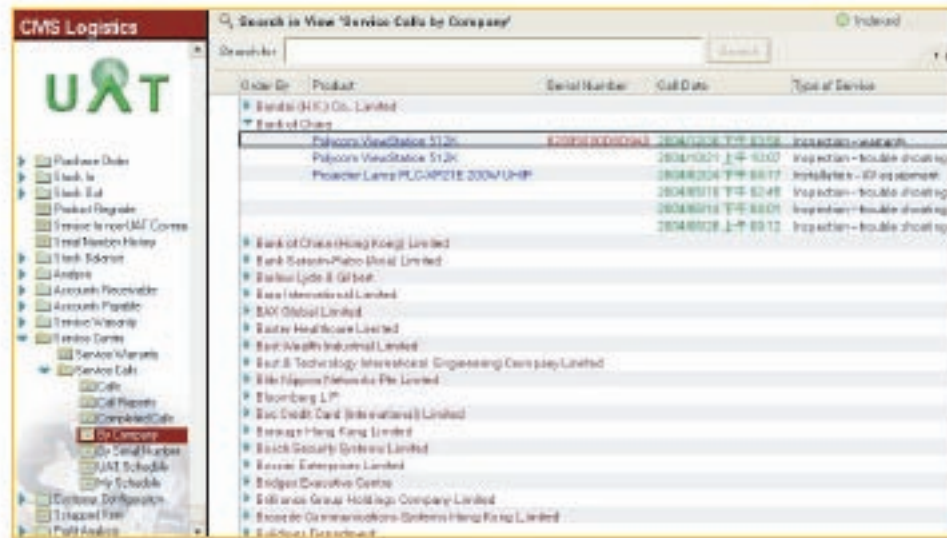
The form is divided into several sections:

- Contact Information:**
 - Phone: 28181283
 - Fax: 25340511
 - Web Site: jwpc
- Customer Information:**
 - Customer Type: Grid User
 - Business Type: Banking and Finance
 - Grading: Average
 - Source: Referral
 - YC Potential:
 - KPI Potential:
- Address:**
 - Head Office: Treasures & Capital Markets Head Office (HK)
 - Floor: 28F
 - Building Name: Bank of China Tower
 - Street Number and Street Name: 1 Garden Road
 - District: Central
 - State / Province:
 - City / County: Hong Kong



SERVICE SCHEDULING

Calendaring interface is available online for customer services executive to schedule support and assign supporting staff to fulfill the customer request. No more paper circulation is needed to be distributed to supporting staff for assignment notification.




SERVICE CALL HISTORY

All the service calls ordered by customer are kept centrally in the FLP® Customer Services Center system for easy reference, follow up and analysis with respect to the quality of a customer or quality of certain models. Customer support staff will fill in a service report for each service call specifying the date, time and details of the work done.

Service Location: Bank of China Contact: Ms. Peggy So Address: Treasury & Capital Markets Head Office (HK), 8/F, Bank of China Tower, 1 Garden Road, Central, Hong Kong Tel/fax: 2826 6099 / 2865 4306 Customer: Bank of China	
<h3>Service Call</h3> Service Call Number: SCD40601098	
Service Call Service Report Check List	
Product Description Product: Polycam ViewStation 512K Serial No: 8299500000940 Warranty Period: 2004/10/21 16 to 2005/10/20 16	
Service Call Requested By: Call taken by: Lucy Pui Pui Chan Requested By Tel: Date: 2004-12-30 15:58 Type of Service: Inspection - warranty Syndrome: Remarks: <ul style="list-style-type: none"> Equipment List:- 1. Polycam ViewStation 512K 2. Kramer Bx5 A/V Matrix 3. Converter relay control box 4. AMX Integrated controller & AMX VFX-CP Viewpoint 6.0" Color 5. A/U distributor 1 to 2 Kramer 	
Schedule Schedule: Schedule require Scheduled Date: 2004/12/30 16 17:02:38 Engineer: Henry King Yin Cheung	
<h3>Service Call</h3> Service Call Number: SCD40601098	
Service Call Service Report Check List	
Service Report Date of Service: 2005/01/09 16 Time In: 17:02:38 Out: 17:02:38 Number of Hours: 1 Service Charges: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> To be confirmed Service Report: Inspection completed To be followed up: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Remarks: The IP network cannot go to public	
The Customer expressly agreed that the representatives of Ultra Active Technology Limited has provided the service on the date and time as listed above. The Customer fully accepted the quality of the product after the service and maintenance work carried out.	
For Ultra Active Technology Limited	Accepted and confirmed by: Bank of China
_____ With Company Chop & Signature	_____

SERVICE CALL INCEPTION AND ANSWER

Print Close



Room 1805, Office Tower, Commerce Plaza,
No.1 Harbour Road, Wanchai, Hong Kong
Tel: (852) 21118888 Fax: (852) 21579389
Enquiry: info@ultraactive.com Web Site: www.ultraactive.com

Service Warranty Number: SYA030403250

UAT Services Terms and Conditions

Ultra Active Technology Limited (hereafter known as UAT), provides the following services on our current product lines to the customer under the following terms and conditions:

- Maintenance of Equipment relates specifically to our range of product(s) specified in paragraph 15. The guarantee service does not cover the repair and replacement of cabinets, connecting cables or standard accessories and other external connecting cables.
- UAT provides hotline service during the times set out for the class of maintenance you have selected.

Deluxe Class:	Monday to Friday:	9:00 to 18:00 (Hong Kong time)
Gold Class:	Monday to Friday:	9:00 to 21:00 (Hong Kong time)
	Saturday:	9:00 to 13:00 (Hong Kong time)
Platinum Class:	Monday to Saturday:	24 hours

Note: The above coverage does not include Sundays, Public Holidays and times when Typhoon 8 or higher is hoisted, or during any natural environmental disaster such as "Black Rain signal", flooding etc.
UAT shall determine the frequency and duration of routine maintenance required for the Equipment or any part thereof.
- The Inquiry/Maintenance process is as follows:
For Inquiry/Problems resolution:

First Line of support:	Hotline: (hotline number 3111 8812)
Second Line of Support:	UAT Customer Engineer
Third Line of Support:	UAT Consultant Engineer
Fourth Line of Support:	Supplier Consultant Engineer

Note: UAT will determine the line of support required to resolve the issues in a timely manner.
- On-site service will be provided on specific product line, based on the nature of the problems encountered, where possible, UAT hotline will resolve the problems reported. Hotline will schedule UAT engineers to provide on-site service. The response time is defined by the class of Maintenance Service.
On-Site Trouble shooting response:
Deluxe Class: 2 Business Days

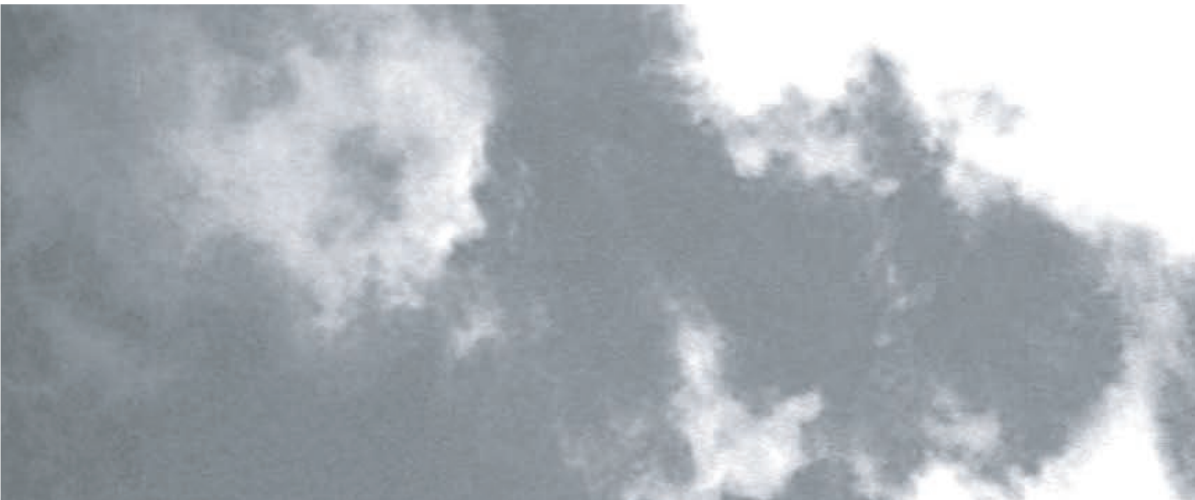
SERVICE CONTRACT AUTOMATION

Details of equipment owned by customer are readily available online. Based on the equipment details, customer services executive can easily create service proposal for customer's acceptance of renewing the service contract. The whole renewing process could be completed within few mouse clicks.

General Information		Latest PMA Reference	
Creation Date:	2002-08-07 AM	Document Number:	
Product:	Pajsons Video Visual PC Consent PD000309	Document Date:	
Serial Number:	820126100404H	Serial Number:	
Within Equip Reference		Document Number:	DN-202157
Class of Service:	Deluxe	Document Date:	20020805
Duration of Service:	1 Year(s)	Invoice Number:	Inv# 220417
From:	2002-08-07 AM		
Previous Service Year(s):	0 Year(s)		
Vendor's Coverage:	From 2002-08-07 AM to 2003-08-07 AM		
Order By			
Company:	Bank of China CN000491		
Address:	Treasury & Capital Markets Head Office (HK) - 8/F, Bank of China Tower, 1 Garden Road, Central, Hong Kong		
Contact:	Ms. Clara Chan		
Title:	Personnel Department		
Phone / Fax:	28166057 / 28684306		
Service Location			
Service Location:	Bank of China CN000491		
Address:	Treasury & Capital Markets Head Office (HK) - 8/F, Bank of China Tower, 1 Garden Road, Central, Hong Kong		
Contact:	Ms. Clara Chan		
Title:	Personnel Department		
Phone / Fax:	28166057 / 28684306		

PRODUCT SERVICING HISTORY

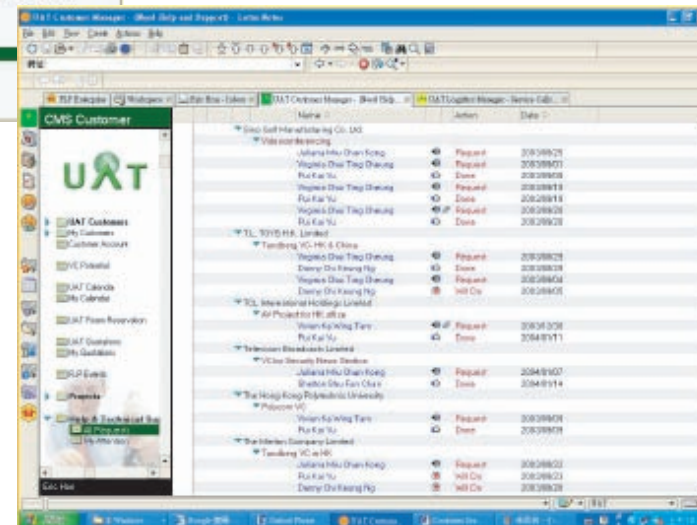
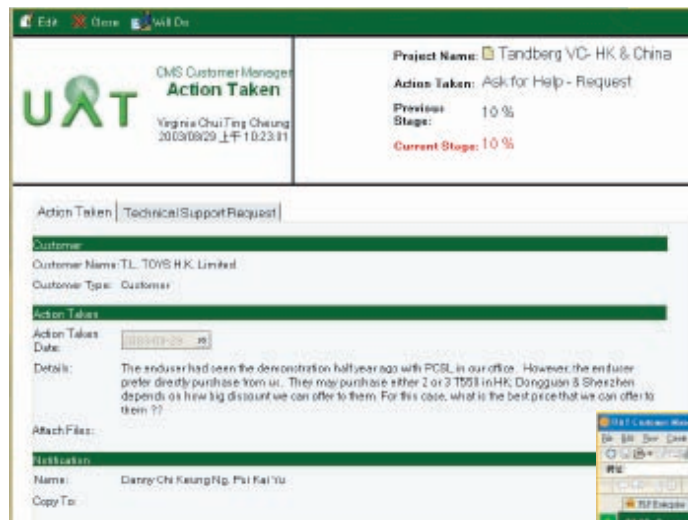
Full equipment servicing history is available online for retrieval, update, analysis and follow up. Equipment is identified by serial number, customer services executive can confidently and quickly point out whether the equipment is under warranty cover or not, and whether the ownership of equipment has been transferred.



Product	Order By	Call Date	Type of Service
22.25273			
22.33184_83451042			
22.33872			
Tandberg 6000 Codec 2M	CLSA Limited	2004/07/01 11:00	Service - software upgrade
Tandberg 6000 Codec 2M	CLSA Limited	2004/08/18 14:53	Maintenance
Tandberg 6000 Codec 2M	CLSA Limited	2004/07/13 11:00	Inspection - trouble shoot
Tandberg 6000 Codec 2M	CLSA Limited	2004/10/12 11:00	Inspection - trouble shoot
Tandberg 6000 Codec 2M	CLSA Limited	2004/11/01 14:00	Inspection - trouble shoot
22.33828			
22.33838			
22.33835			
22.31778_82834423			
22.31481			
22.31864_88834732			
22.31824			
22.31865_88831733			
25A01037			
28A01010_00011442			
28A01011_00011443			
28.31271_88452032			
28.31415_88802632			
28A01288			
30A20102_30A20102			
30A23719			

HELP AND TECHNICAL SUPPORT REQUEST

Customer services executive can always seek support from other teams and departments which could be situated in remote or overseas locations. As such, staff with different kinds of expertises can be readily assessible, which boosts the overall productivity of the customer services team.



HELP AND TECHNICAL SUPPORT REQUEST

The screenshot displays the UAT Customer Manager application window. The interface includes a sidebar with navigation options like 'UAT Customer', 'UAT Calendar', and 'UAT Pass Reservation'. The main area shows a list of requests with columns for Name, Action, and Date.

Name	Action	Date
Geo East Interlocking Co. Ltd		
Videcon/Keonung		
Juliana Hui Shan Kong	Request	2013/08/29
Yigoda Ooi Ting Cheung	Done	2013/08/29
Pui Fai Yu	Done	2013/08/29
Yigoda Ooi Ting Cheung	Request	2013/08/29
Pui Fai Yu	Done	2013/08/29
Yigoda Ooi Ting Cheung	Request	2013/08/29
Pui Fai Yu	Done	2013/08/29
*TL TOYS HK Limited		
Tandberg VC HK & China		
Yigoda Ooi Ting Cheung	Request	2013/08/29
Demey Shi Fung Ng	Done	2013/08/29
Yigoda Ooi Ting Cheung	Request	2013/08/29
Demey Shi Fung Ng	Not Cn	2013/08/29
*TCL International Holdings Limited		
All Project for HK all DC		
Wilson Ka'wing Tam	Request	2013/08/29
Pui Fai Yu	Done	2014/01/11
*Telecom Broadband Limited		
VC One Broadband News Station		
Juliana Hui Shan Kong	Request	2014/01/07
Sharon Ooi Fun Chai	Done	2014/01/14
*The Hong Kong Polytechnic University		
Polycom VC		
Wilson Ka'wing Tam	Request	2013/08/29
Pui Fai Yu	Done	2013/08/29
*The Interim Company Limited		
Tandberg VC in HK		
Juliana Hui Shan Kong	Request	2013/08/29
Pui Fai Yu	Not Cn	2013/08/29
Demey Shi Fung Ng	Not Cn	2013/08/29

Customer services executive can always seek support from other teams and departments which could be situated in remote or overseas locations. As such, staff with different kinds of expertises can be readily assessible, which boosts the overall productivity of the customer services team.



PROMOTE SERVICE CONTRACT RENEWAL SUCCESS RATE

The powerful tracking feature of FLP® Customer Services Center lets your customer services team search an servicing item easily, by customer name, by serial number or by product name, so as to focus on the group of the customers whose service agreements will soon be expired, or the customers with a particular product line. A duly prepared service proposals can be created and submitted for customer acceptance within a few mouse clicks, accordingly you improve the success rate of renewing service contracts.

FACILITATE PROMOTION CAMPAIGN

Based on your selection criteria, you can send mass mail, for example, for promotion campaign. Mail merge and PDF are the standard features of most of the FLP® solutions.

MAIL MERGE

Mail merge is a very useful tool when you have a standard letter format and selectively circulate the letters to your customers. Full PDF support and email support collaborate the whole organization.

BUILT-IN IBM BEACON AWARD WINNING REPORT WRITER

Built-in with the report writer 'IntelliPRINT', an 'IBM Beacon Award' winner, to let user define reports for easy analysis and better business insight.



COLLABORATION PLATFORM TO FOSTER TEAMWORK, SHARE WORK AND INFORMATION

FLP[®] Customer Services Center is founded on IBM[®] Lotus[®] Domino[®], true collaboration and groupware platform. For example, once a service call has been taken, there is no need circulating papers and the technical support department can plan the on-site inspection and parts at once. Error and omission is reduced to minimum and the efficiency is increased.

GLOBAL ACCESS

FLP[®] Customer Services Center can be globally accessible, together with its high degree of security, control and user-friendliness, there is no restriction as to the whereabouts of the customer services team, thus providing a high flexibility in gathering customer services staff with different kinds of expertise around the globe anytime. Senior management can manage the whole customer services center with branch centers widely scattered anywhere in the world from a single office.

SECURITY

User only sees relevant and role-based information - access control can be set up down to individual user level; administrator can decide which fields, screens, databases and which records they can access and whether those users can view only or modify information held on the system. Audit trail function allows authorized user to identify who made each change by date, time, and type of change in an easy understandable way.

EMAIL AND CALENDARING

Integrated with Lotus Notes email and calendaring to streamline communication and scheduling processes. Once a service call has been placed, it is marked on the group calendar for the technical support department to schedule technicians and parts.



SEAMLESSLY INTEGRATED WITH OTHER FLP® SOLUTIONS



FLP® Human Resources Manager can be integrated with other FLP® solutions to provide a total solution for streamlining business processes and raise overall organization productivity, for example :

- FLP® Accounting Manager
- FLP® Document Manager
- FLP® Logistics Manager
- FLP® Executive Manager
- FLP® Dairy Manager

FLP[®] BUSINESS MODEL

A FOUNDATION FOR YOU TO BUILD YOUR OWN BUSINESS MODEL

No two companies are the same even conducting the same business in the same industry. Why should you choose a standard software package.

No other software solutions provide more feature and functions than FLP[®] does costeffectively. No other software solutions provide such an all-in-one interface integrating with your company wide company business processes. FLP[®] provides a market leading collaboration platform for all your company staff to work on anytime, anywhere with unlimited scalability without physical country border barriers over the Internet.

What's more, FLP[®] shares our experience with you to customize the software applications to suit your business and prepare for the future.

FLP[®] is empowered by IBM[®] Lotus[®] Domino[®]/Notes[®] technology.



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