FEATURES AND FUNCTIONALITIES
FLP® CUSTOMER SERVICES CENTER

Successful Business **FLP**®
Selects

www.flpe.com

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.

FLP® CUSTOMER SERVICES CENTER

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

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 papar circulation is needed to be distributed to supporting staff for assignment notification.

FLP® CUSTOMER SERVICES CENTER
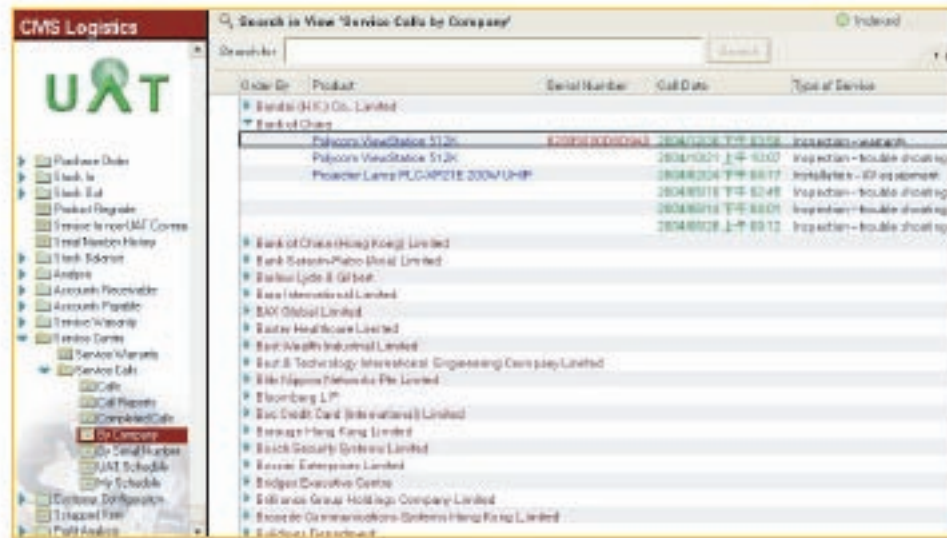
SERVICE CALL HISTORY

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

Service Call

Service Call Number: SC040601098

| Service Call | Service Report | Check List |

Product Description

Product: Polycom ViewStation 512K
Serial No: 82995000D6D9A0
Warranty Period: 2004/10/21 to 2005/10/20

Service Call

Requested By: Call taken by: Lucy Pui Pui Chan
Requested By Tel: Date: 2004-12-30 15:56
Type of Service: Inspection - warranty
Syndrome:
Remarks: Equipment List:-
                   1. Polycom ViewStation 512K
                   2. Kramer 8x8 A/V Matrix
                   3. Converter relay control box
                   4. AMX integrated controller & AMX VPX-CP Viewpoint 6.0" Color
                   5. A/U distributor 1 to 2 Kramer

Schedule

Schedule: Schedule require
Scheduled Date: 2005/01/18   下午 02:30   Engineer: Henry King Yin Cheung

Service Call

Service Call Number: SC040601098

| Service Call | Service Report | Check List |

Service Report

Date of Service	2005/01/18			
Time In	下午 02:30	Out: 下午 03:30	Number of Hours:	1
Service Charges:	○ Yes	● No	○ To be confirmed	
Service Report:	Inspection completed			
To be followed up:	○ Yes ● 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 this 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
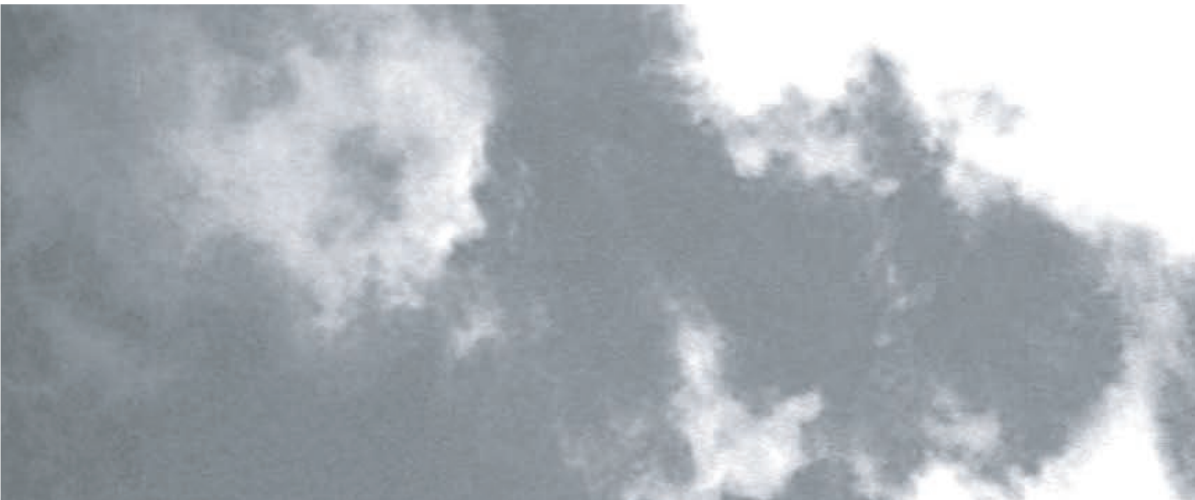
SERVICE CALL INCEPTION AND ANSWER

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.
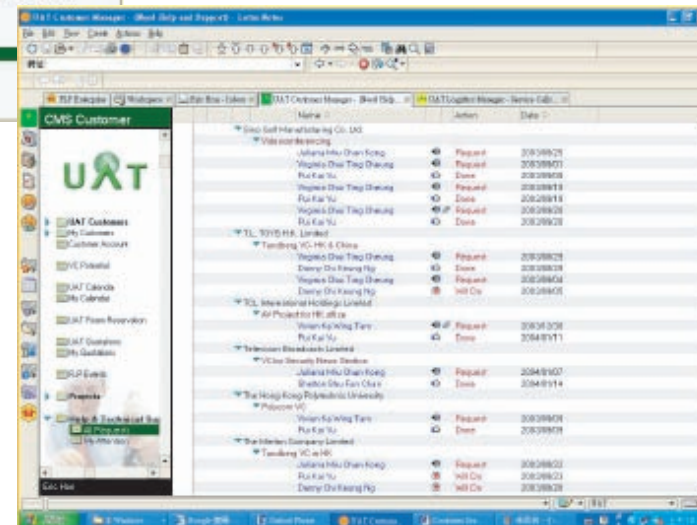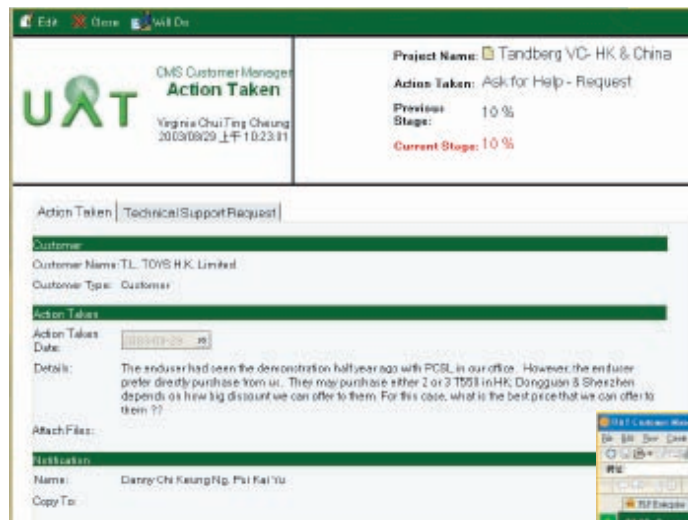
PRODUCT SERVICING HISTORY

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.

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.

FLP® CUSTOMER SERVICES CENTER

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.

FLP® CUSTOMER SERVICES CENTER

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.

FLP® CUSTOMER SERVICES CENTER

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.

FLP® CUSTOMER SERVICES CENTER

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 streamling 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.

ULTRA ACTIVE TECHNOLOGY LIMITED
Room 1903
Office Tower, Convention Plaza
1 Harbour Road
Wanchai
Hong Kong
Hong Kong SAR

Tel: (852) 3111 9600
Fax: (852) 2357 5328
FLP Hotline: (852) 3111 9696
FLP Customer Services: (852) 3111 9686
FLP Website: www.flpe.com
Email: info@flpe.com

Successful Business **FLP**®
Selects

www.flpe.com