



SYSTEM OVERVIEW
FLP[®] CUSTOMER SERVICES CENTER



FLP® CUSTOMER SERVICES CENTER

KNOWING YOUR CUSTOMERS AND SATISFYING THEIR NEEDS

Running a customer services center presents a real challenge to many companies nowadays. Product warranties, service agreement, service call histories, equipment serial numbers, goods delivery status and return materials authorization (RMA) records etc. are all important customer information but are very hard to keep track of without a good systematic manual filing system, or a sophisticated computer information system.

KEEP UP WITH EXPECTED SERVICE LEVEL

A manual system to keep all customer records and essential business information will work fine but it might involve high operation costs, and, in many cases, front line staff has to spend large amount of time to search through document before delivering the required services. Customer service team will find it tough to keep up with expected service level.



OPENING UP ANOTHER REVENUE STREAM

FLP® Customer Services Center facilitates a better understanding of your customers through histories and insights, and help employees improve revenue, profit, and customer loyalty through real-time, on demand access to service and technical information. Besides, customer service teams from different geographic locations can work together anytime to achieve high level of customer services.



FEATURES AT A GLANCE

Customer Services Support

Customer Profile

Service Scheduling and Service Call History

Service Contract and Proposal Automation

Product Maintenance History

Help and Technical Support Request

Promote Service Contract Renewal Success Rate

Facilitate Promotion Campaign

Mail Merge, Email and Calendaring

Global Access and Multiple Users

Multiple Languages and Multiple Currencies

Collaboration To Share Work and Information

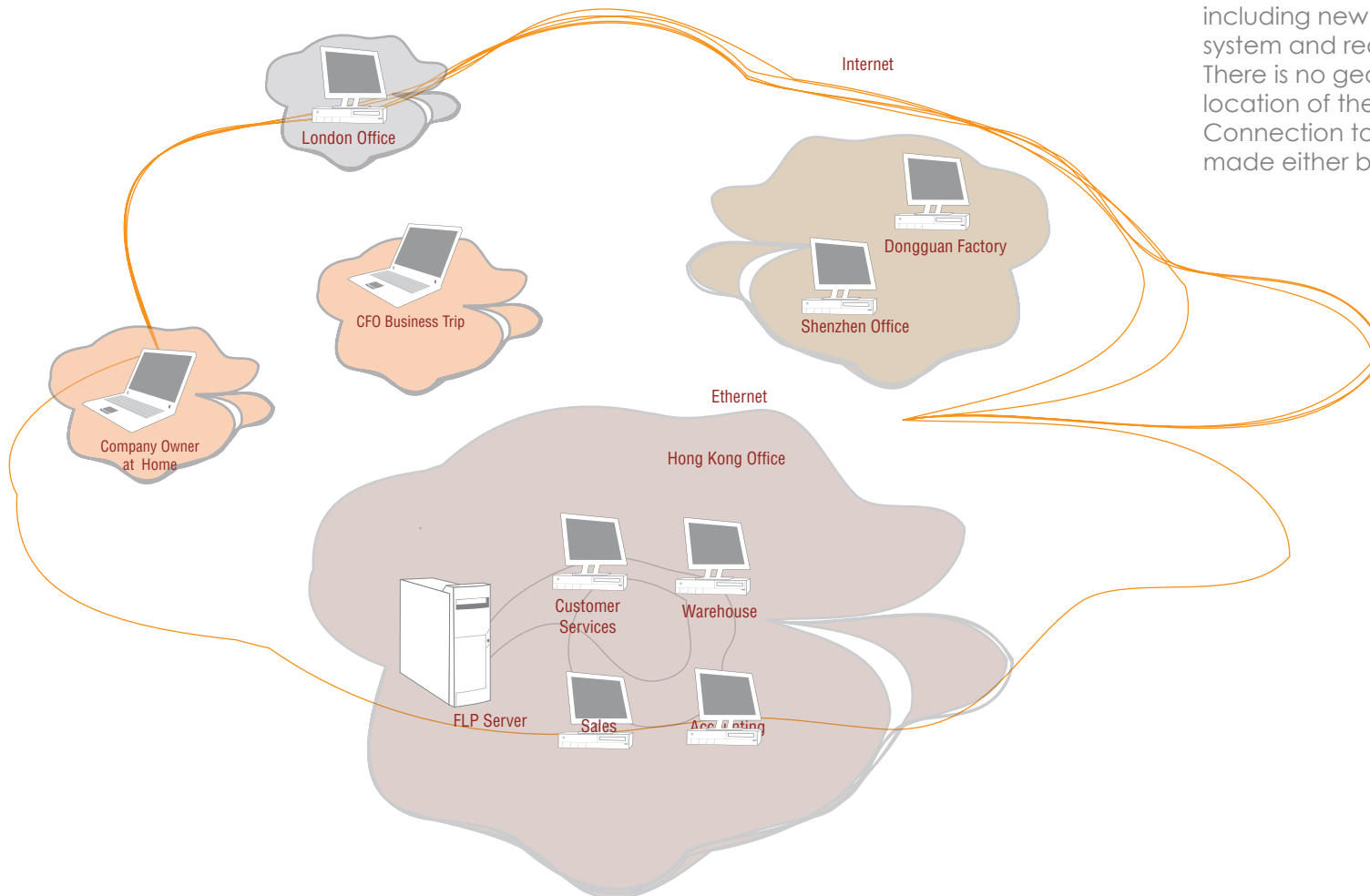
Security and Role-based Information

Built-in IntelliPRINTPLUS Report Writer

Seamlessly integrated with All FLP® Solutions

TYPICAL SYSTEM ARCHITECTURE

FLP® Customer Manager is designed for high level of scalability. Global customer relationship management system can be established easily and system expansion by including new branch office can be done without new system and requiring time-consuming set up procedures. There is no geographical restriction for the physical location of the client personal computer workstation. Connection to the FLP® server from workstations can be made either by Internet or Intranet.



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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