

anbx Dynamics CRM CTI Solution

Dynamics CRM CTI Solution for SV8100/8300/8500

CT-Clip

January.18.2013

anbx Inc.

+813-6860-4100/+8150-5528-4100

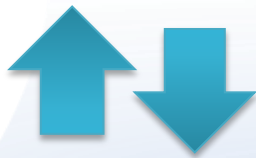
dynamics-crm@anbx.net

Our CTI Solution (CT-Clip)

anbx[®]



<CTI>
CT-EXPRO



<CTI >
1st Party CTI
3rd Party CTI





認定書

anbox株式会社殿

「CT-Clip」を下記条件にて
UNIVERGE CERTIFIED 製品と認定します。

製品名 : CT-Clip(Ver2.0)

対象製品 : UNIVERGE Aspire X(Ver7.00)

利用プロトコル : 該当なし

利用API : Aspire X OCX(Ver1.1.0.0)

1st Party CTI

※詳細は動作確認書に記載

2011年 9月 1日

日本電気株式会社

第二企業ネットワークソリューション事業部

事業部長 白鳥 明彦

CT-Clip is certified software by UNIVERGE.

http://www.nec.co.jp/univerge/univergepartner/product/100340/100340_1.html



anbx CT-Clip installed base



- as is 2013 included planning to install in this year -

No	Case	Name	Category	PBX	Current Seats	Future Seats
1	○	Taito corporation	Game	Aspire	5	10
2	○	TS-NET	Outsourcer	Aspire	35	50
2	○	Nakayashiki	Construction	Aspire	5	20
3	○	F-COM	SI service	Aspire	5	10
4	○	F-COM	Outsourcing service	Aspire	50	100
5		M	Home Maker	aspire	100	150
6		T	Pharmaceutical	SV8500	20	500
7		A	Titlist Golf	Aspire	20	25
8		D	Delivery order	SV8500	50	100
9		T	SI	Aspire	20	30
10		V	Outsourcer	SV8300	100	200
11		G	Cosmetics Fragrance	Aspire	3	50
12		V	Jewelry	Aspire	3	3
		Total			416	1248

	Points	Details
①	Serverless	It realizes Cloud CTI without server. (For SV8100 with 1 st Party CTI)
②	Started from one user	Since it doesn't require a server, it enables you to start online CRM easily from one user. (For SV8100 with 1 st Party CTI)
③	Recording Function(No need to have any additional call logger).	It enables easy recording using ADA conversion unit with CTI functions. (ADA unit connects stereo cable with your local PC)



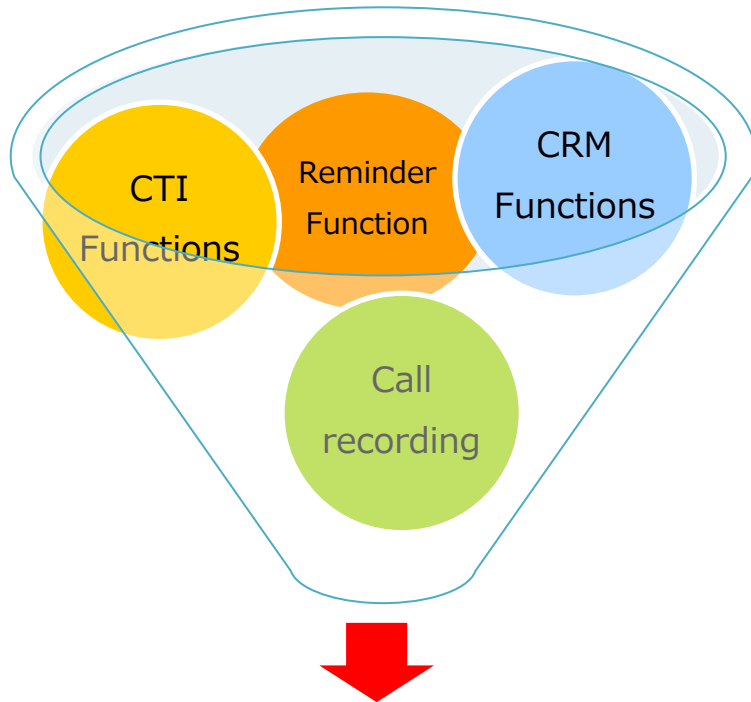
anbx
CT-Clip™



anbx CT-Clip : CTI/CRM/Call recording/Reminder Unified application



anbx CT-Clip unifies CTI/CRM/Call recording



CTI Functions

- Controls PBX's telephony functions.
- Control ACD functions.

CRM Functions

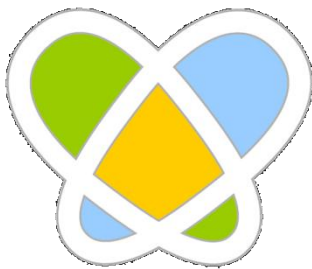
- Shows customer information by popup window combining with Dynamics CRM.
- Automatically Makes call activities and manages it.

Call recording

- It records calls and stores then in electric files
- Bundled call recording with call activities in D-CRM.

Reminder Function

- Remind of calling back at your time
- Reminder for task function



anbx[®]
CT-Clip[™]

Calling in Screen Shot (popup)

The screenshot shows the Microsoft Dynamics CRM interface. The main window displays the contact record for John Smith. The contact information is as follows:

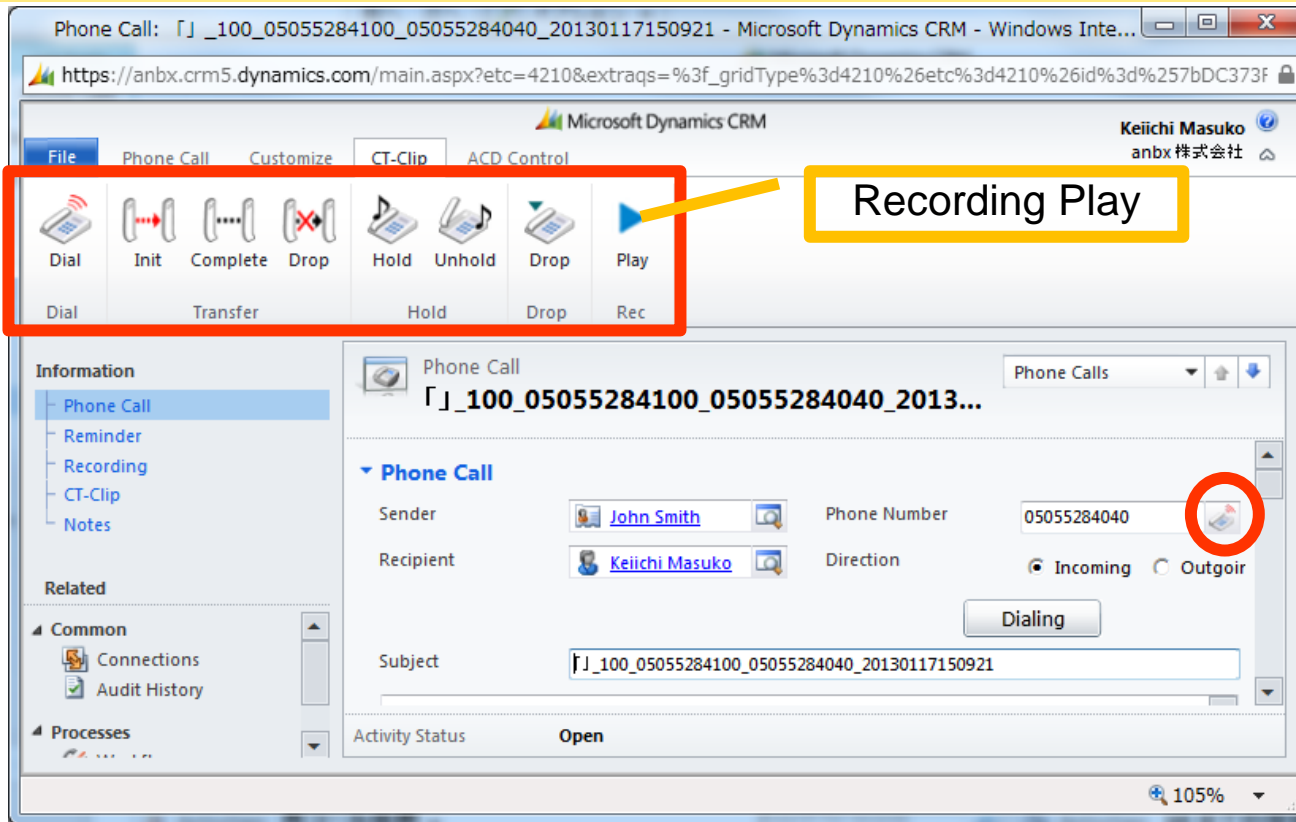
Last Name *	John	First Name +	Smith
Yomi Last Name		Yomi First Name	
Parent Customer		Business Phone	05055284040
Department		Home Phone	
Job Title		Mobile Phone	
E-mail	all@anbx.net		
Priority	High		
Address			
Address Name		ZIP/Postal Code	
Status	Active		

A red box highlights the contact information fields. A red circle highlights the CT-Clip icon in the Business Phone field. A CT-Clip popup is visible in the bottom right corner, containing the following information:

anbx inc. Offering
[Contact]
John Smith (05055284040)
Priority: High

CT-Clip popup information

CT-Clip Screen Shot Detail (Ribbon Merged)



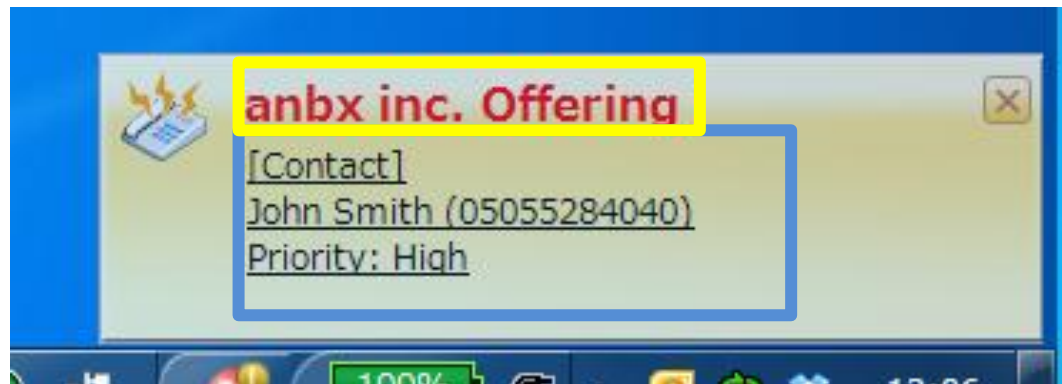
Call Function Button

Call Button

CT-Clip Popup Screen

Dialed Number information (DNIS Name)

Customer information's
It sows Priority: High



anbx CT-Clip Reminder functions (NEW!!)

We added “reminder function” to CT-Clip.

Alert function (CT-Clip reminder function)

It reminds telephone operators of their telemarketing tasks at scheduled time automatically. It shows thumbnail reminder on each operator's PC.




You can input the following items at reminder screen field

- Remind on/off
- pop-up screen's color
- Notice time

【 Reminder screen field】

▼ **Reminder**

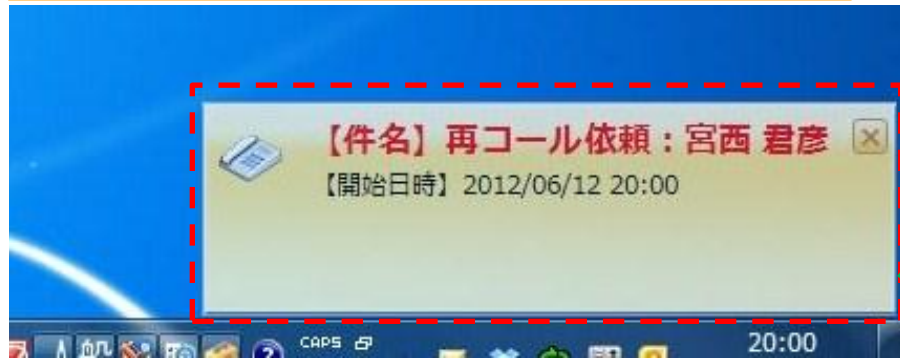
Remind	<input checked="" type="radio"/> No <input type="radio"/> Yes	Remind Time	<input type="text"/>  <input type="text"/>
Color	<input type="text"/>	Text	<input type="text"/>

※ About the contents mentioned above, it may be changed in future.
we kindly ask for your understanding.

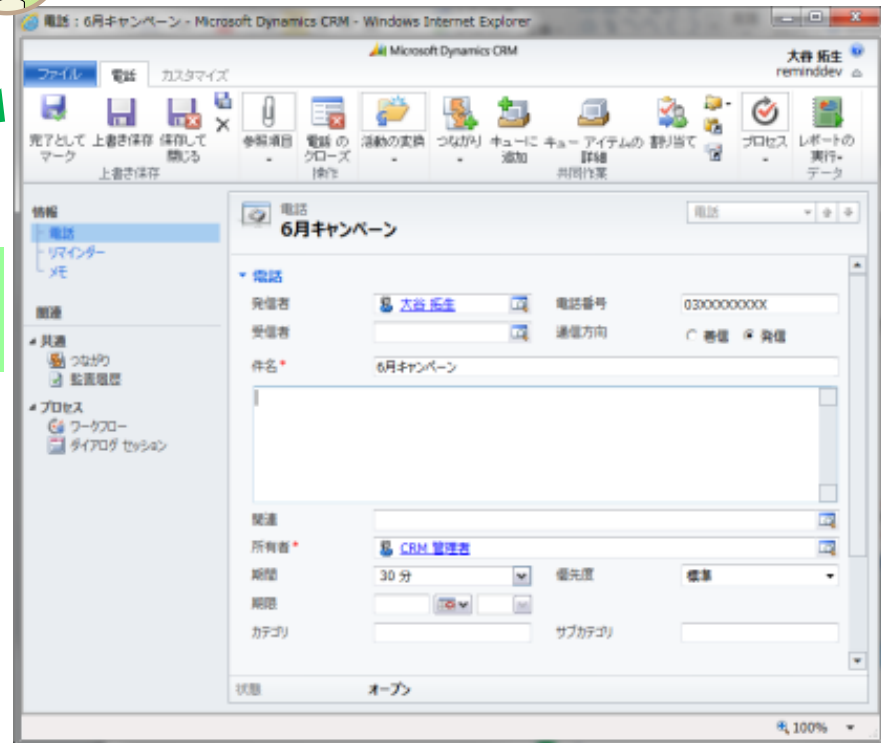
anbx CT-Clip reminder function

【 Screenshot 】

Pop-up screen reminds you of your task at scheduled time.



Click. You can show the call activities.



You can show related customer screen.

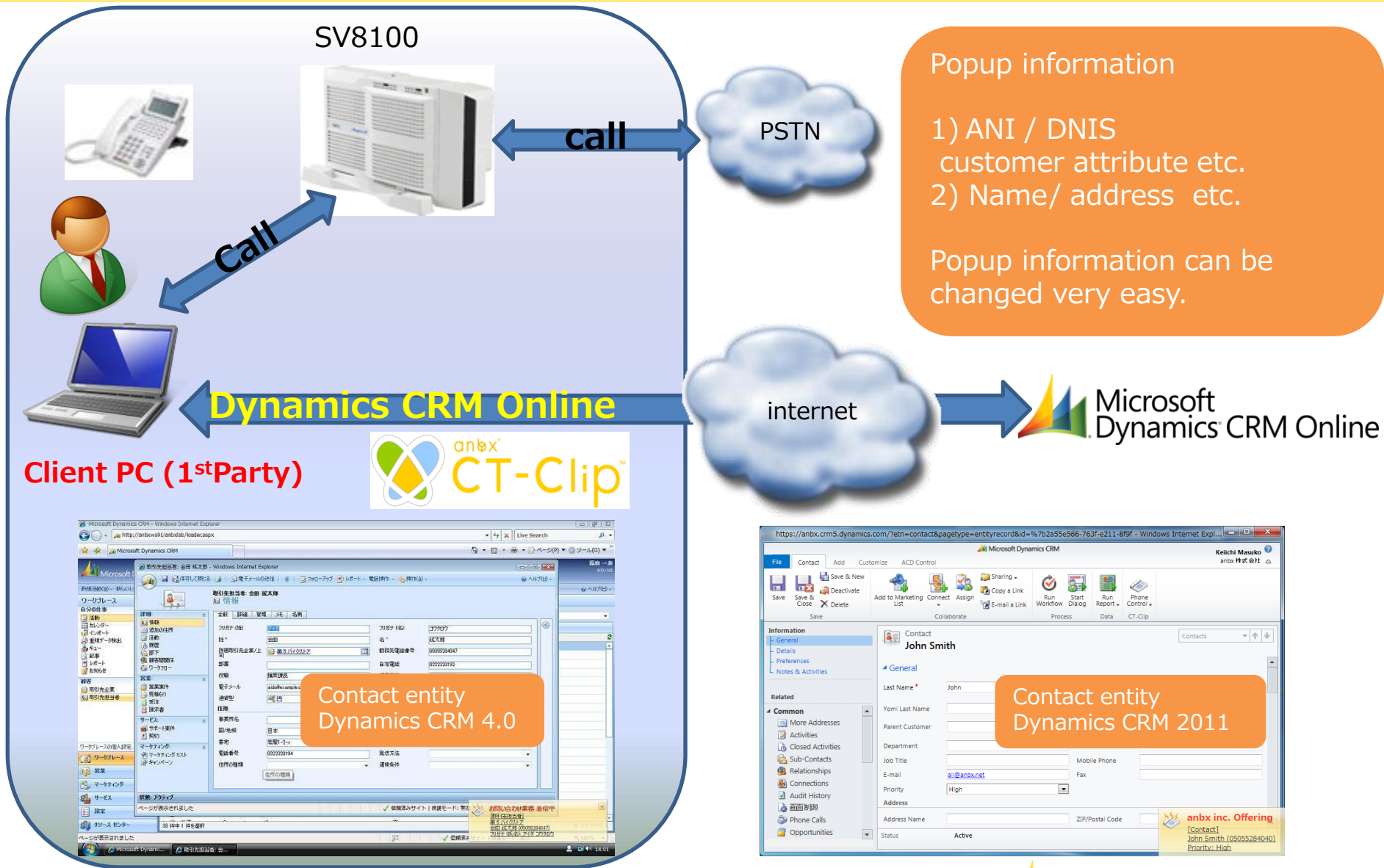
Reminder is available for
Call activities / schedule / task

※ About the contents mentioned above, it may be changed in future.
we kindly ask for your understanding.

anbx Dynamics CRM CTI System image (SV8100 1st party CTI)



- On Line version & Non CTI Server-



Client PC (1stParty)



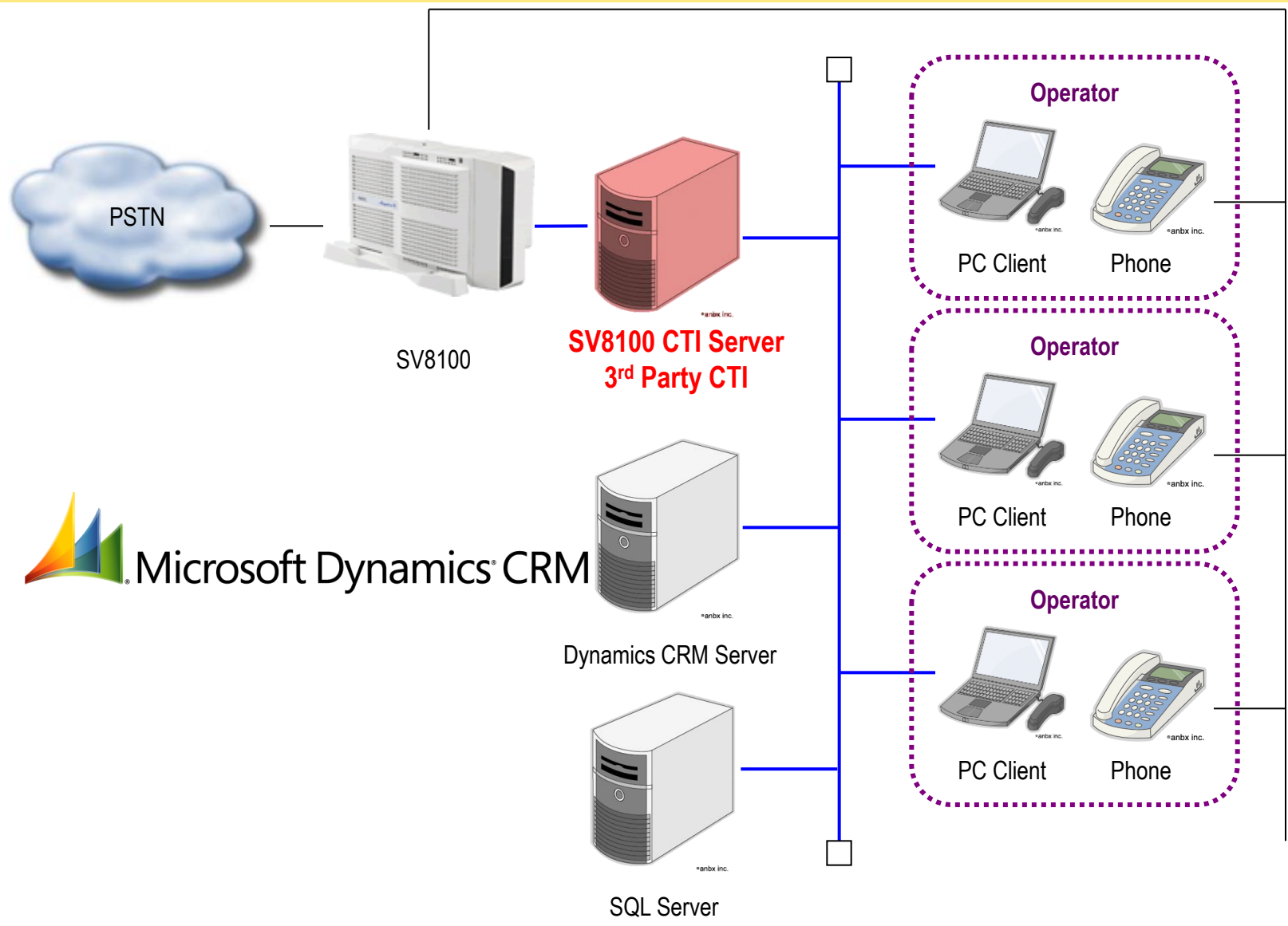
Contact entity Dynamics CRM 4.0

Contact entity Dynamics CRM 2011

anbx Dynamics CRM CTI System image (SV8100 3rd Party CTI)

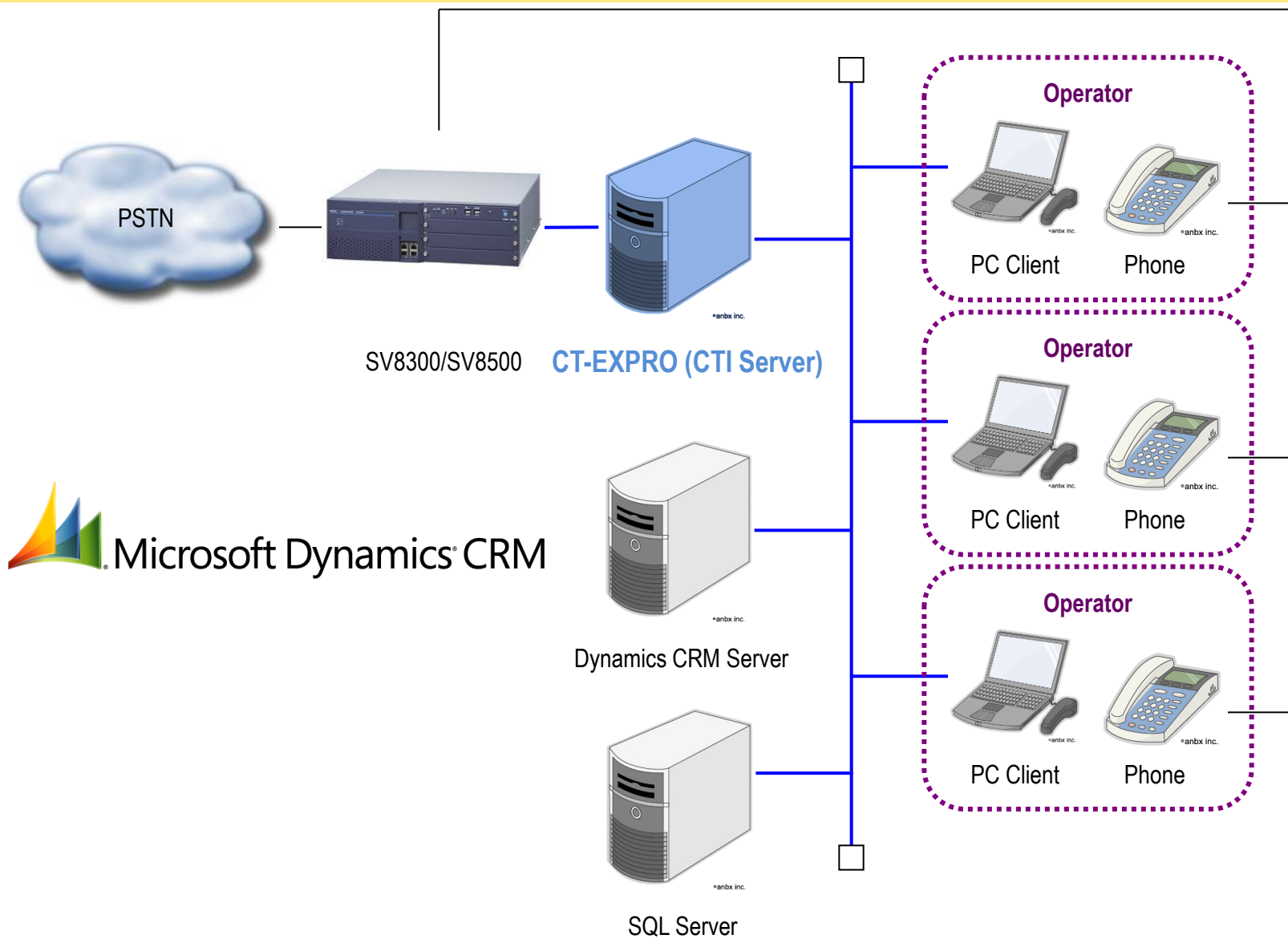


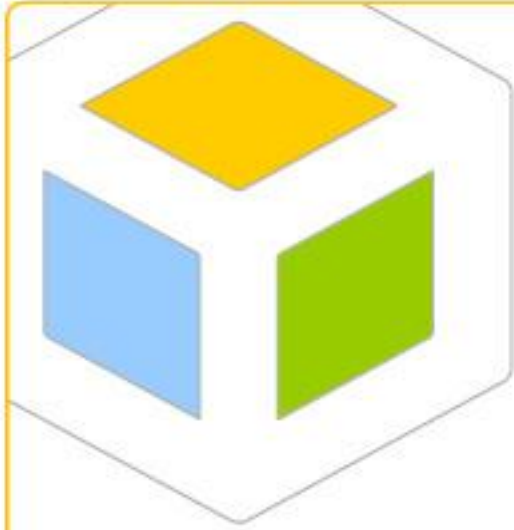
- On Premise Version-



anbx Dynamics CRM CTI System image (SV8300/8500 CT-EXPRO)

- On Premise Version-





anbx®

To shape that all the people can use the network.

anbx inc.

Address: KI Kouenji BLD. 4F, 4-27-18, Kouenji Minami, Sugunami, Tokyo, JAPAN 166-0003

Tel: +81-3-6860-4100 / +81-50-5528-4100

Fax: +81-3-5378-8638

Mail: dynamics-crm@anbx.net

URL: <http://www.anbx.net/>

Microsoft Dynamics CRM Authorized Partner

http://www.microsoft.com/ja-jp/dynamics/crm/partner/crm_partner.aspx

NEC Authorized Partner

http://www.nec.co.jp/univerge/univergepartner/product/100340/100340_1.html

CT-Clip installed base in Japan

Detail Example cases



Managing director
Mr. Tatsuya Nakayashiki

Problems :

- Needed to find a more efficient operation flow in a progress from finding projects, closing, setting up by frame work to follow-up services.
- Needed to break thorough situation that only limited experts can do their work and to get more prospective customers. Wanted to differentiate ourselves from other companies.

Solutions :

- Division of labor and optimization by assigning telemarketing unit (call center staff) the job of finding projects which used to be done by the sales unit.
- To conduct call center as a new business, we made much of cloud system establishment which is less expensive in an initial capital investment. We chose anbx that could provide cloud service and rent all equipments ,including PBX.

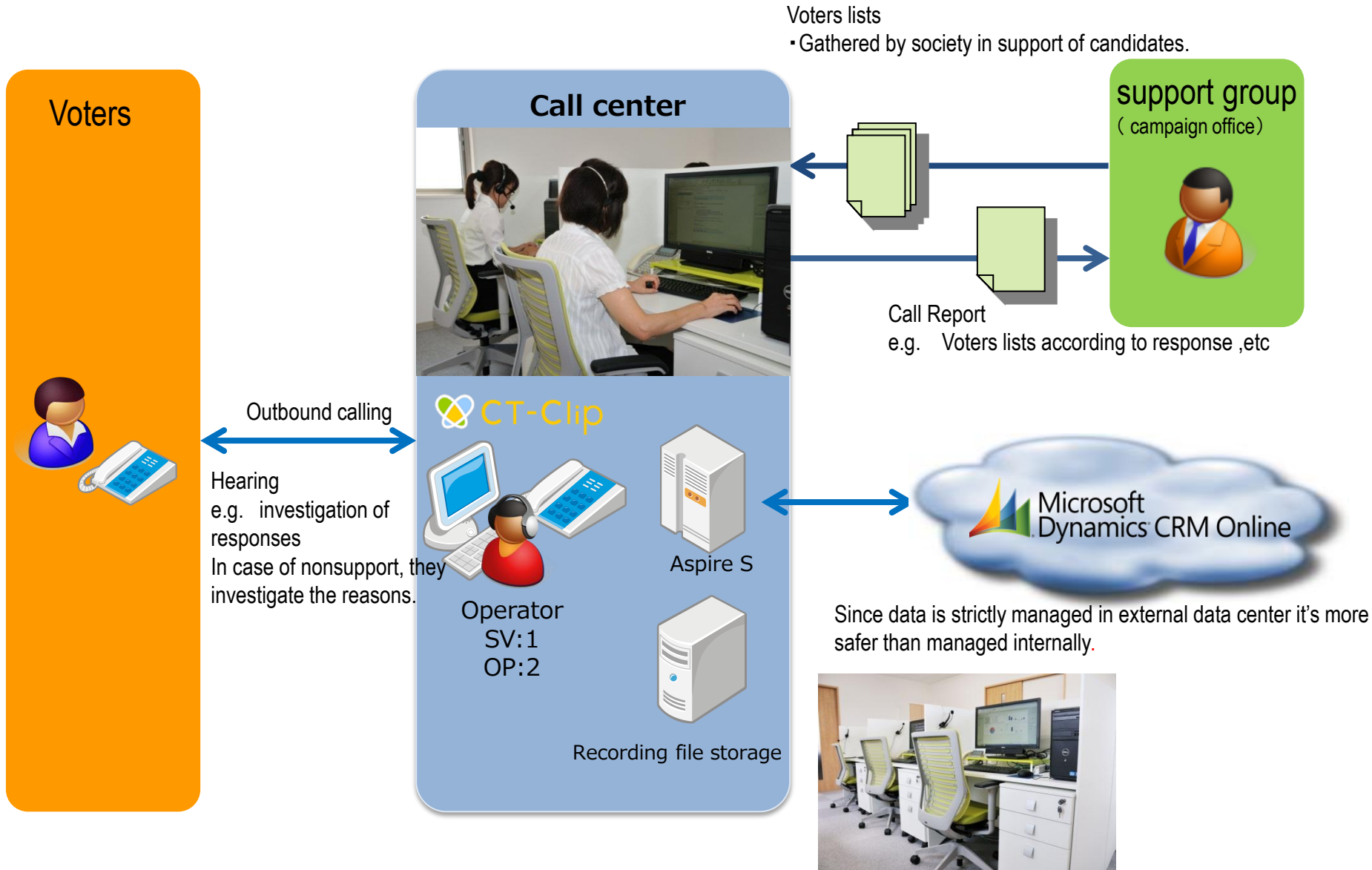
Benefits :

- User-friendly application
- Sharing histories of call and E-mail activities in team enabled us to support customers better than before.

Why Dynamics CRM ?

- Reliability for the service provided by Microsoft.
- Easy cooperation by the marketing work(Outbound) and SFA management.
- Application which can be freely expanded up to future requirement.

Overview of installed solution ~MUNICIPAL ELECTIONS~



case study 【TSNET Co., Inc.】

<http://www.tsnet-j.co.jp/index.htm>

Installed in March, 2010.



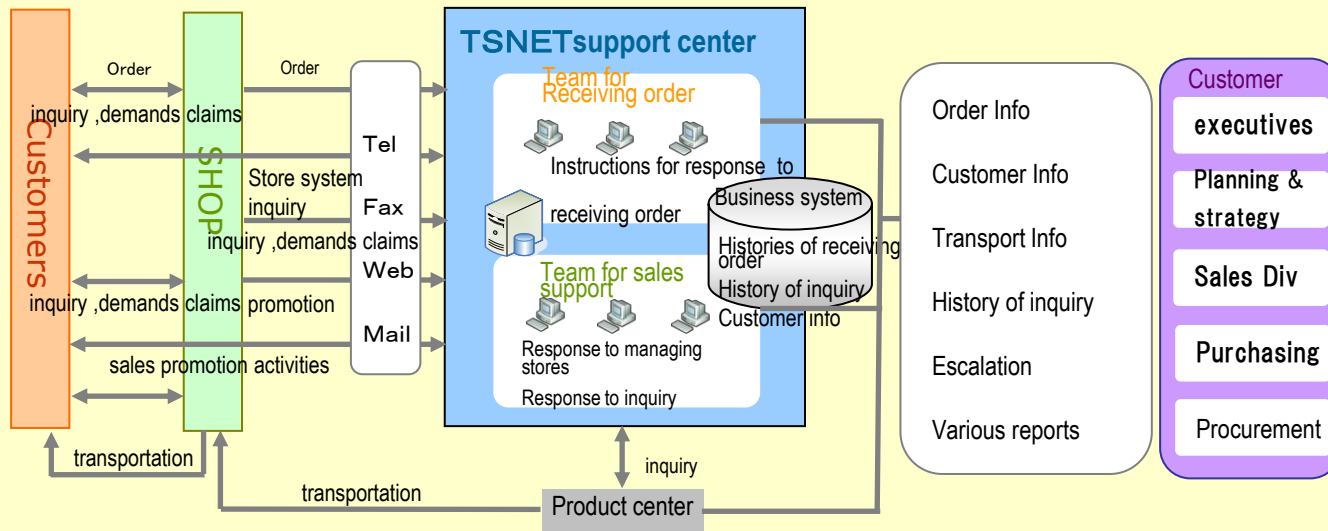
TSNET is running a call center in Ginoza, Okinawa.
Range of seats : over 35 seats (expanded in 2012)



GINOZA VILLAGE
IT OPERATION PARK

■ TSNET established the business base in facilities “Ginoza IT operation park” of Ginoza, Okinawa and developed the service of outsourcing business.

The facility is fully equipped with server space which has data center function and an operator room which can be used to conduct call center business. We support client's work in reliable safe environment.



◆ Basic service menu

Customer executives
Planning & strategy
Sales Div
Purchasing
Procurement
Received order management
Helpdesk
Repair
Data management
Sales promotion support

< Advantage Points of CT-Clip >

- ① Easy installation
- ② Installation it a short-term
- ③ Various functions
- ④ User friendly
- ⑤ High cost performance
- ⑥ It works without trouble after installed. It's easy to use for beginners.

【The best thing was that it works without trouble since 2010!】



case study 【F-COM Co., Inc.】

The representative ICT
company in The Tohoku
Region

<http://www.f-com.co.jp/>

Installed in December, 2010.

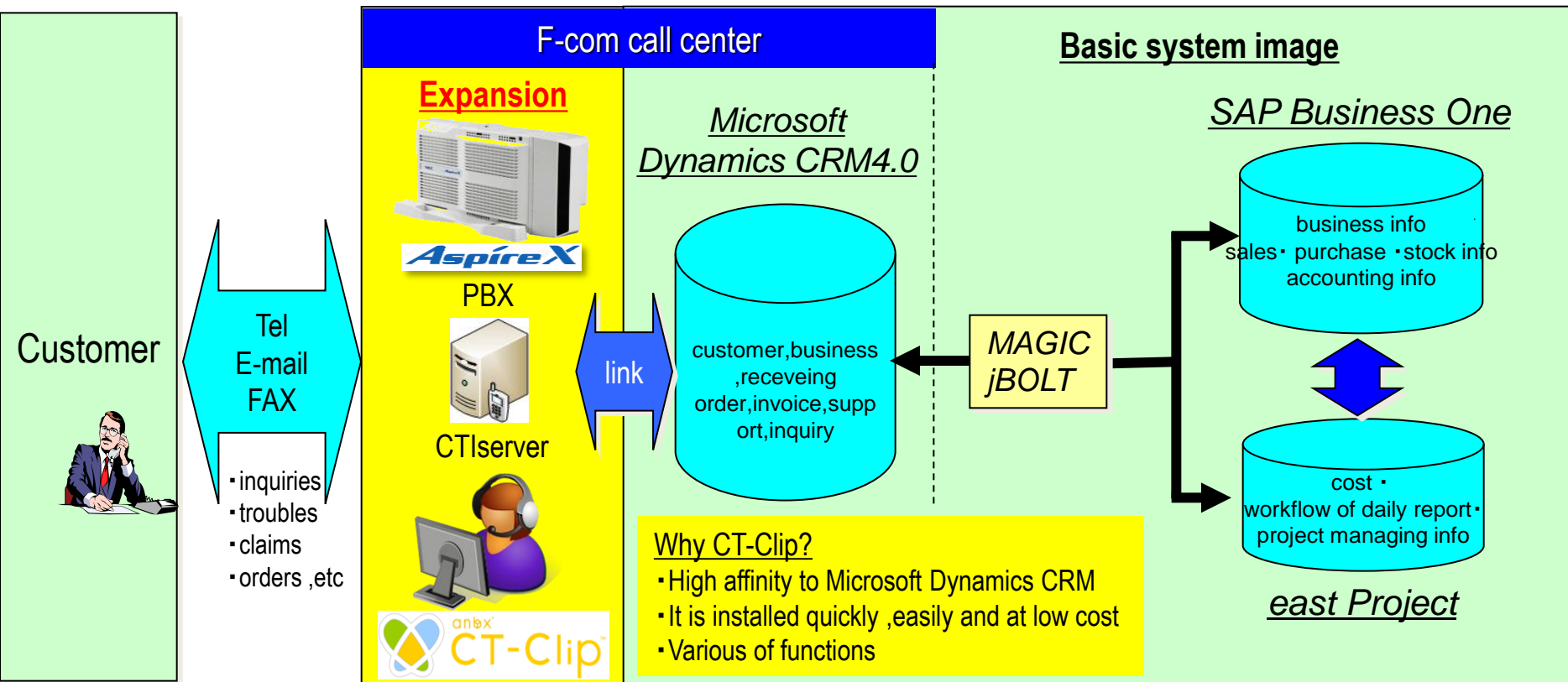


Business

- system integration service
- iDC-cored outsourcing service
- infrastructure maintenance (network・hardware)
- field support & service

They provides one-stop service
mainly by f-com call center.

We realized one-stop service which enhances convenience for customers !





A pioneer of game & amusement in Japan

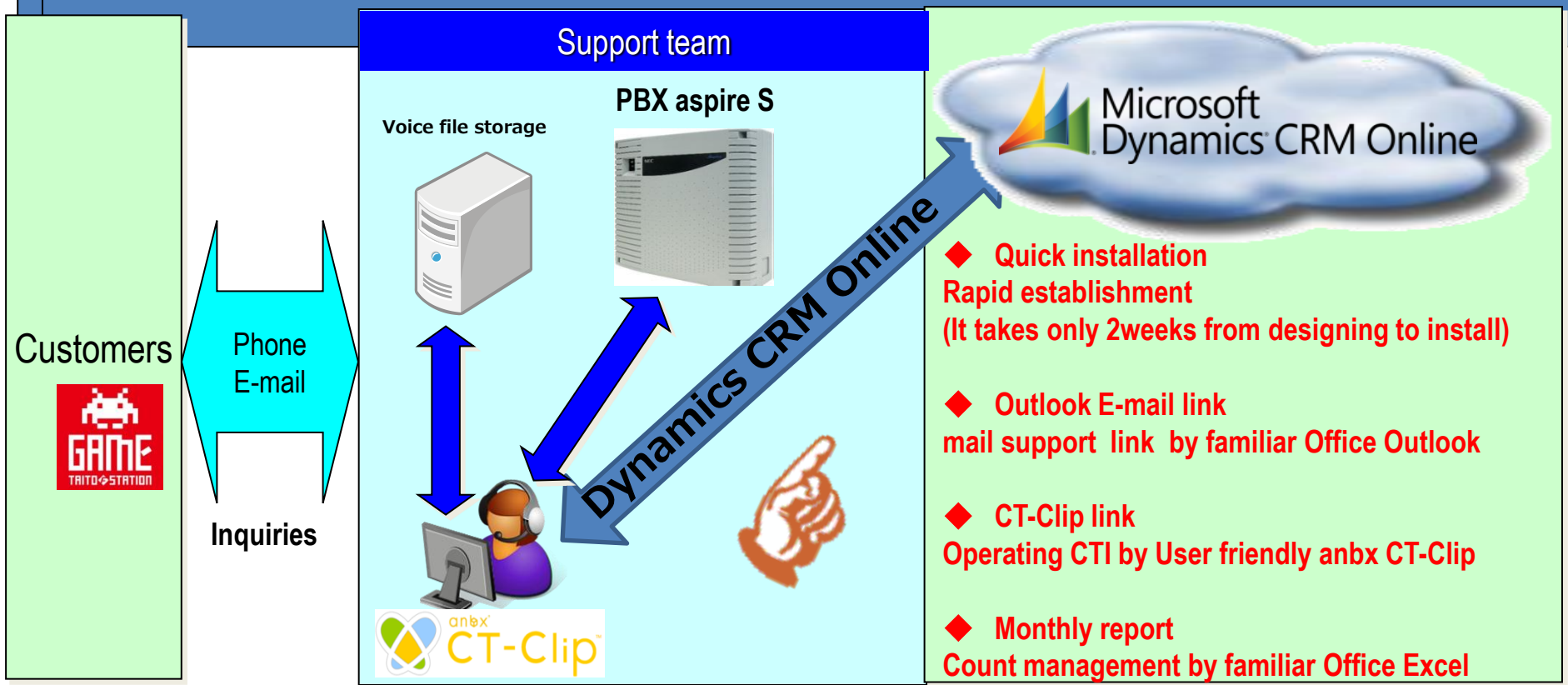


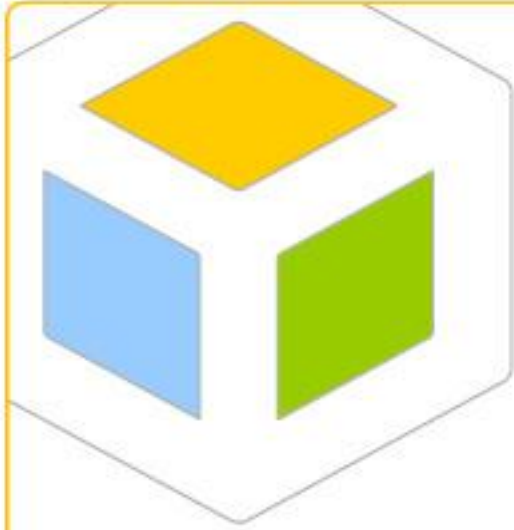
Support team for product inquiries

- ① Inquiries by phone
- ② Inquiries by e-mail

We integrated combined service of the email and telephone support

**Breakaway from an expensive system!
We realized the customer service that integrated email and telephone!**





anbx®

To shape that all the people can use the network.

anbx inc.

Address: KI Kouenji BLD. 4F, 4-27-18, Kouenji Minami, Sugunami, Tokyo, JAPAN 166-0003

Tel: +81-3-6860-4100 / +81-50-5528-4100

Fax: +81-3-5378-8638

Mail: dynamics-crm@anbx.net

URL: <http://www.anbx.net/>

Microsoft Dynamics CRM Authorized Partner

http://www.microsoft.com/ja-jp/dynamics/crm/partner/crm_partner.aspx

NEC Authorized Partner

http://www.nec.co.jp/univerge/univergepartner/product/100340/100340_1.html