anbx Dynamics CRM CTI Solution

Dynamics CRM CTI Solution for SV8100/8300/8500

CT-Clip

January.18.2013

anbx **Inc.**

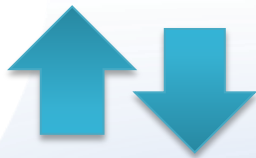*+813-6860-4100/+8150-5528-4100*

dynamics-crm@anbx.net

Microsoft Dynamics CRM

Our CTI Solution (CT-Clip)

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Microsoft Dynamics® CRM 2011

Microsoft Dynamics® CRM Online

anbx CT-Clip™

<CTI>
CTIPRO-EX

<CTI >
1st Party CTI
3rd Party CTI

Microsoft Dynamics CRM

CT-Clip　UNIVERGE certified software

CT-Clip is certified software by NEC 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 -

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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**

Microsoft Dynamics CRM

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|	Points	Details
①	Serverless	It realizes Cloud CTI without server. (For SV8100 with 1st 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 1st 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)

How to Record? ➡ anbx® CT-Clip™ ✚ 📞 ✚

Microsoft Dynamics CRM

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

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anbx CT-Clip unifies CTI/CRM/Call recording

CTI Functions
Reminder Function
CRM Functions
Call recording
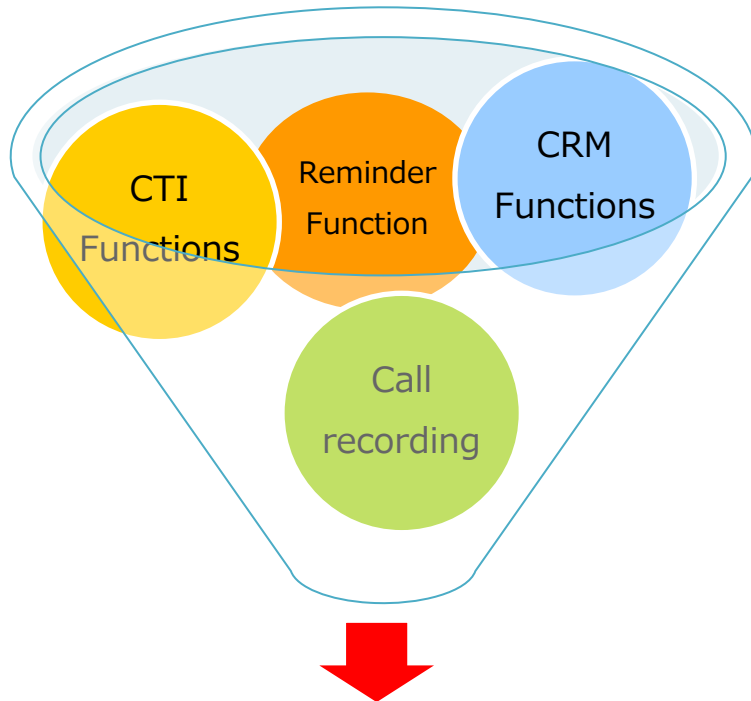
CTI Functions
- Controls PBX's telephony functions.
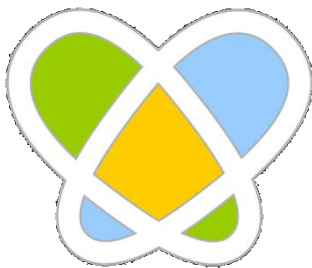- Control ACD functions.

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
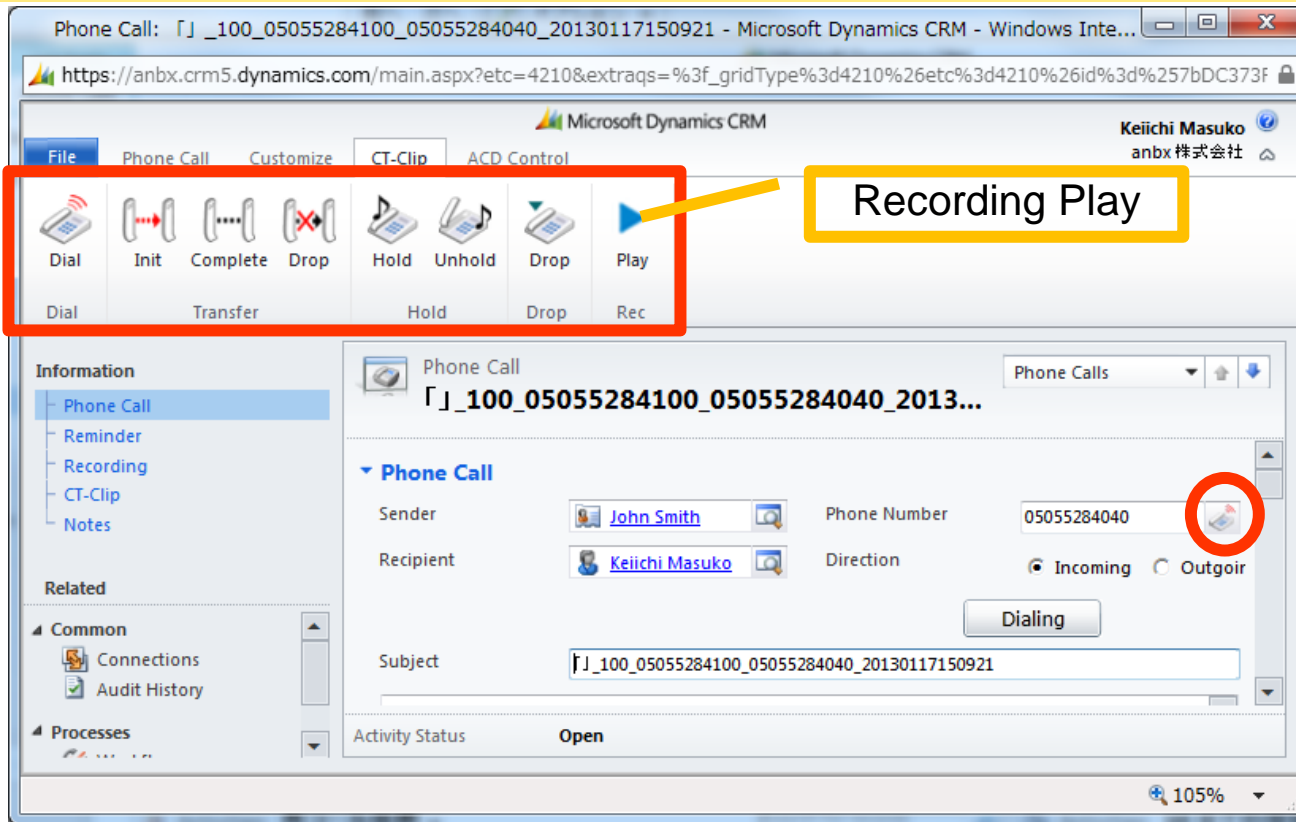- Reminder for task function

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Microsoft Dynamics CRM

Calling in Screen Shot (popup)

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Customer Information (Contact entity)

CT-Clip popup information

Microsoft Dynamics CRM

CT-Clip Screen Shot Detail (Ribbon Merged)

Recording Play
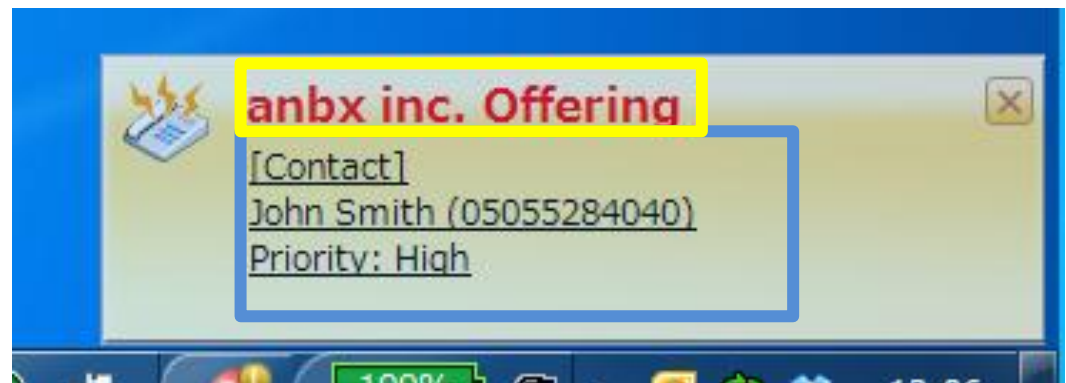
Call Function Button

Call Button

CT-Clip Popup Screen

Dialed Number information (DNIS Name)

Customer information's
It sows Priority: High

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

anbx CT-Clip Reminder functions (NEW!!)

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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.

CT-Clip

【Reminder screen field】

You can input the following items at reminder screen field
・Remind on/off
・ pop-up screen's color
・ Notice time

Reminder				
Remind	● No ○ Yes	Remind Time		
Color		Text		

Microsoft Dynamics CRM

anbx CT-Clip reminder function

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【 Screenshot 】

Pop-up screen reminds you of your task at scheduled time.
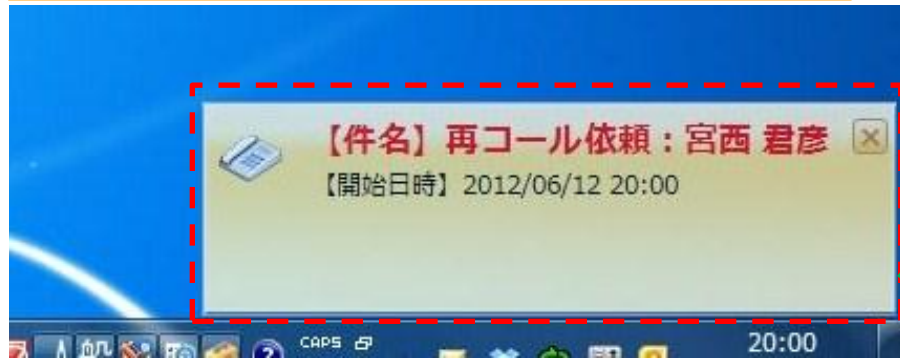
Click. You can show the call activities.
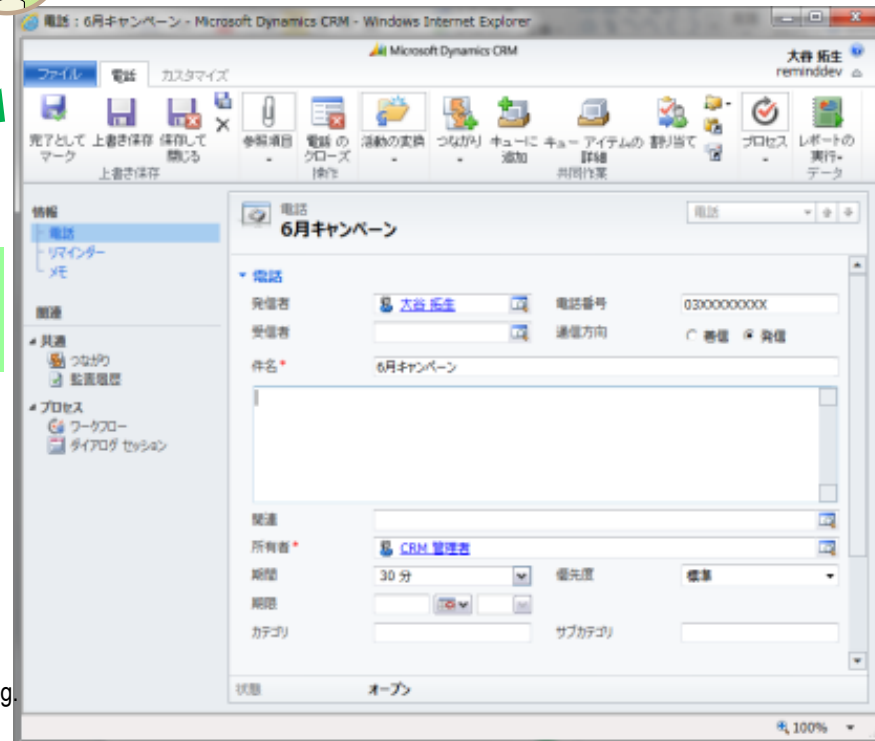
You can show related customer screen.

Reminder is available for
Call activities / schedule / task

Microsoft Dynamics CRM

anbx Dynamics CRM CTI System image   (SV8100 1st party CTI)
 - On Line version & Non CTI Server-

SV8100

Call

Call

PSTN

internet

Dynamics CRM Online

Client PC (1stParty)

CT-Clip
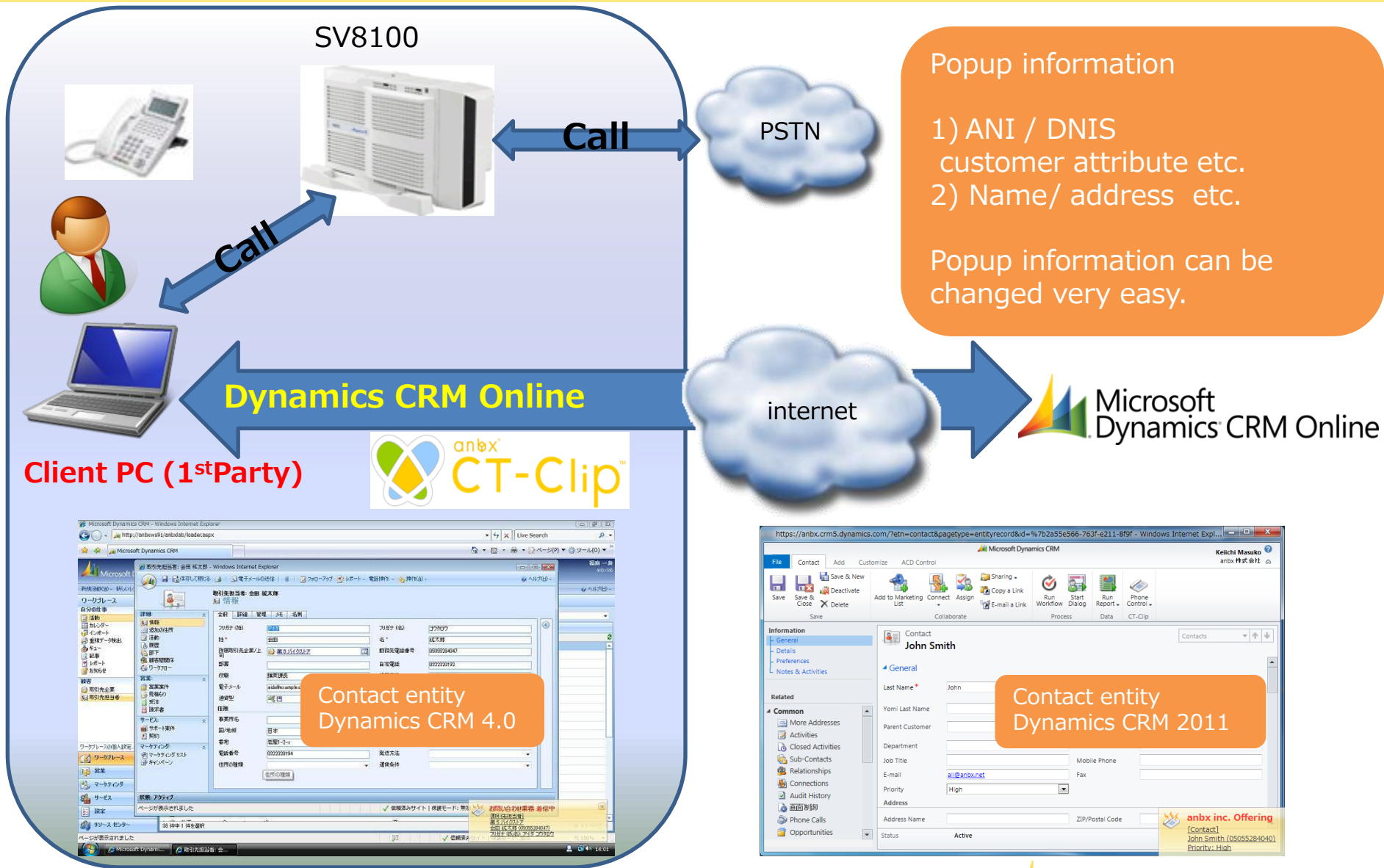
Popup information

1) ANI / DNIS
  customer attribute etc.
2) Name/ address etc.

Popup information can be changed very easy.

Microsoft Dynamics CRM Online

Contact entity Dynamics CRM 4.0

Contact entity Dynamics CRM 2011

Microsoft Dynamics CRM
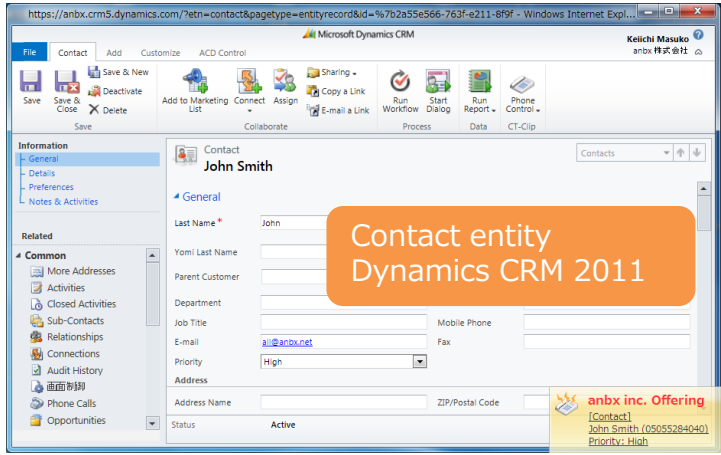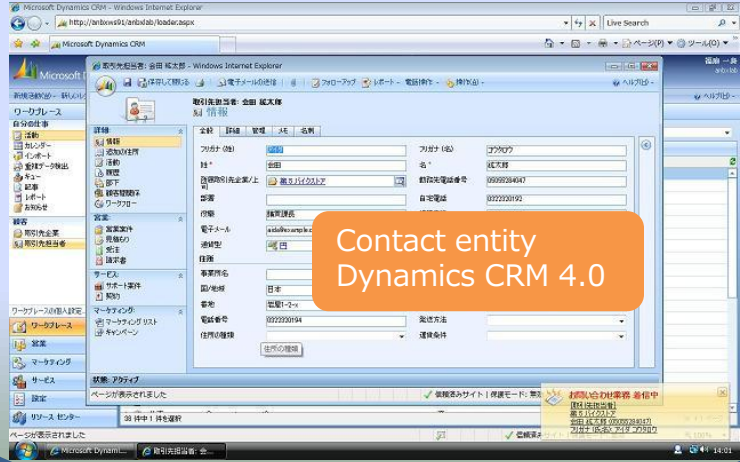
anbx Dynamics CRM CTI System image   (SV8100 3rd Party CTI)
 - On Premise Version-

anbx

PSTN

SV8100

SV8100 CTI Server
3rd Party CTI

Microsoft Dynamics CRM

Dynamics CRM Server

SQL Server

Operator

PC Client   Phone

Operator

PC Client   Phone

Operator

PC Client   Phone

Microsoft Dynamics CRM
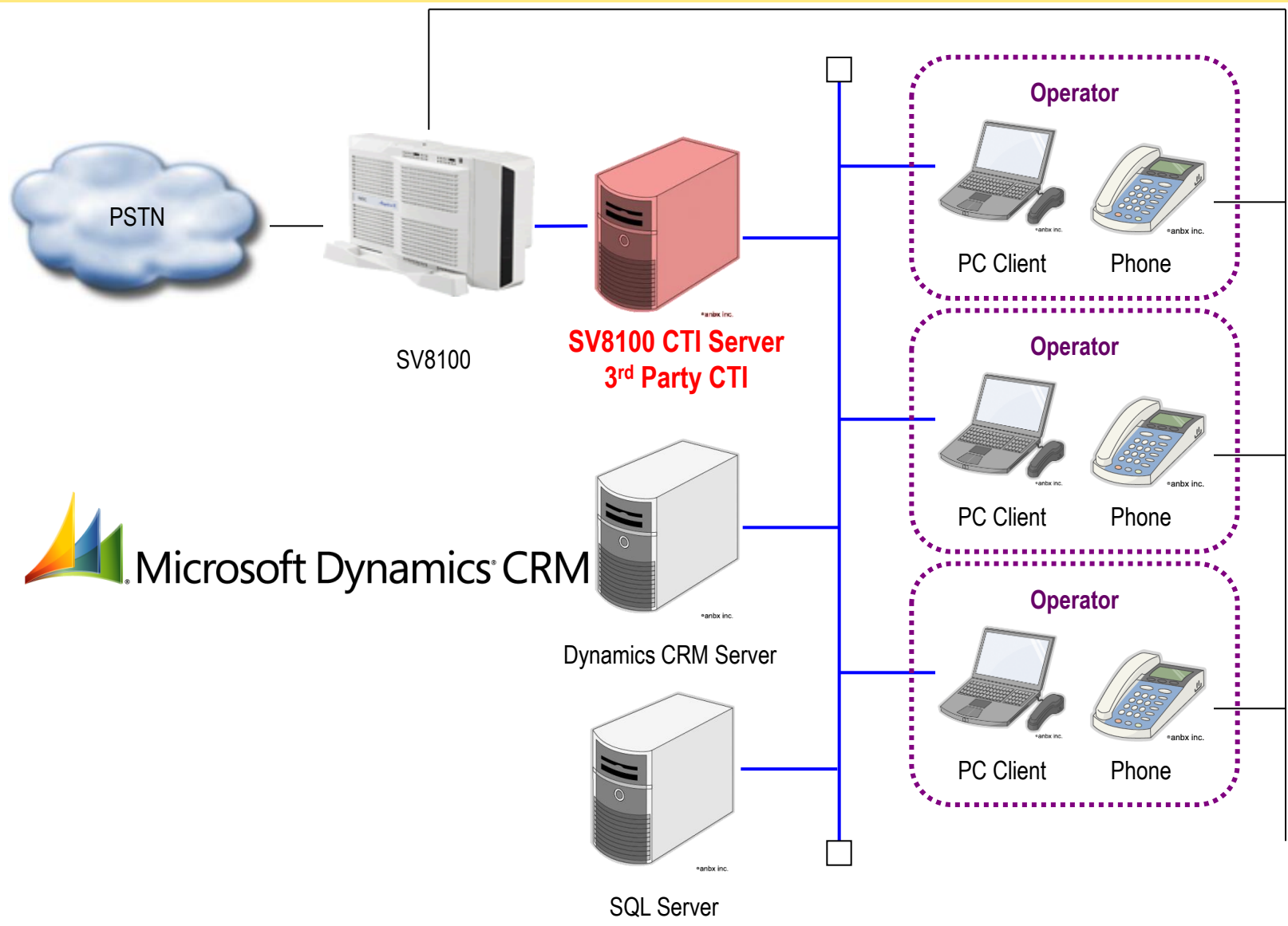
anbx Dynamics CRM CTI System image　(SV8300/8500 CTIPRO-EX)
- On Premise Version-

anbx

PSTN

SV8300/SV8500　　**CTIPRO-EX (CTI Server)**

Microsoft Dynamics CRM

Dynamics CRM Server

SQL Server

Operator

PC Client　　Phone

Operator

PC Client　　Phone

Operator

PC Client　　Phone

Microsoft Dynamics CRM

ネットワークを全ての人に使える形に

To shape that all the people can use the network.

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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

Microsoft Dynamics CRM

CT-Clip installed base in Japan

Detail Example cases

Microsoft Dynamics CRM

Nakayashiki Construction Co., Inc.

SFA（Outbound）/Cloud

株式会社 中屋敷建設

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.

Microsoft Dynamics CRM

Overview of installed solution ~MUNICIPAL ELECTIONS~

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Voters

Call center

Voters lists
・Gathered by society in support of candidates.

support group
（ campaign office）

Call Report
e.g.   Voters lists according to response ,etc

CT-Clip

Outbound calling

Hearing
e.g.   investigation of responses
In case of nonsupport, they investigate the reasons.

Operator
SV:1
OP:2

Aspire S

Microsoft Dynamics CRM Online

Since data is strictly managed in external data center it's more safer than managed internally.

Recording file storage

Microsoft Dynamics CRM

case study 【TSNET Co., Inc. 】

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

Installed in March, 2010.

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TSNET is running a call center in Ginoza, Okinawa.

Range of seats：over 35 seats (expanded in 2012)

■ 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.
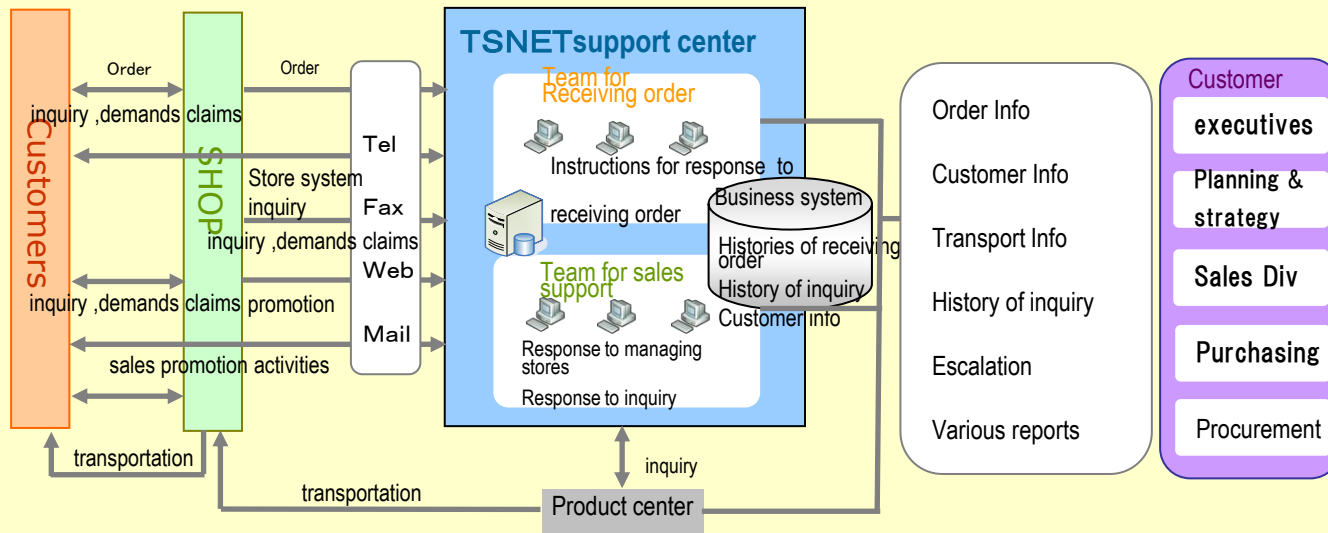
◆Basic service menu

Basic service menu
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!** 】

CT-Clip

Microsoft Dynamics CRM

case study 【F-COM Co., Inc.】

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

Installed in December, 2010.

The representative ICT company in The Tohoku Region

30年に感謝 f・COM 株式会社 エフコム

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！

Customer

Tel
E-mail
FAX

・inquiries
・troubles
・claims
・orders ,etc

F-com call center

Expansion

AspireX
PBX

CTIserver

anbx CT-Clip

Basic system image

Microsoft Dynamics CRM4.0

link

customer,business ,receveing order,invoice,support,inquiry

MAGIC jBOLT

SAP Business One

business info
sales・purchase・stock info
accounting info

cost・
workflow of daily report・
project managing info

east Project

Why CT-Clip?
・High affinity to Microsoft Dynamics CRM
・It is installed quickly ,easily and at low cost
・Various of functions

Microsoft Dynamics CRM

Case study 【TAITO Co., Inc.】

http://www.taito.co.jp/

started online operation on February 1, 2011

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A pioneer of game & amusement in Japan
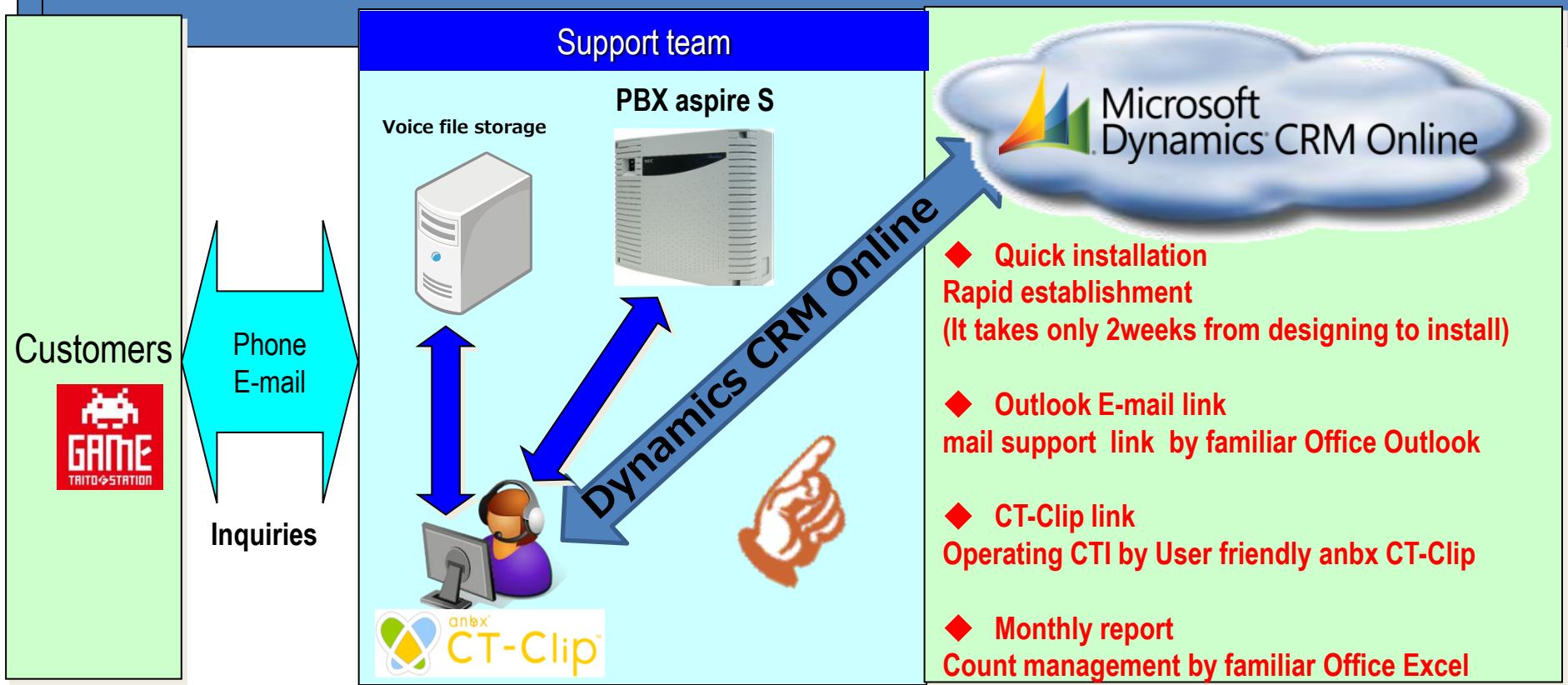
TAITO

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!

Support team

Voice file storage

PBX aspire S

Customers

GAME TAITO STATION

Phone
E-mail

Inquiries

Dynamics CRM Online

Microsoft Dynamics CRM Online

anbx CT-Clip

◆ **Quick installation**
Rapid establishment
(It takes only 2weeks from designing to install)

◆ **Outlook E-mail link**
mail support link by familiar Office Outlook

◆ **CT-Clip link**
Operating CTI by User friendly anbx CT-Clip

◆ **Monthly report**
Count management by familiar Office Excel

Microsoft Dynamics CRM

To shape that all the people can use the network.

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

Microsoft Dynamics CRM