

ITO Service Call Centre System

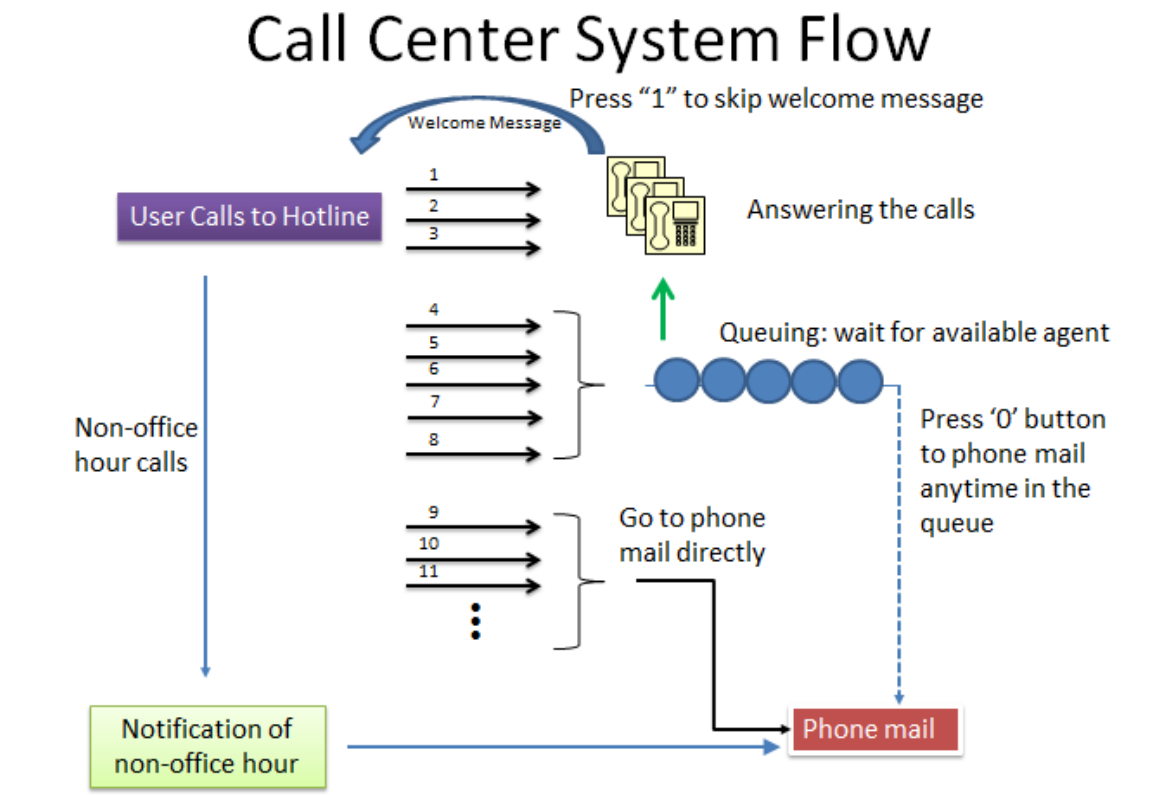
1. Introduction

In order to facilitate a better hotline services, a call center system is installed. The call center system includes the following features:

- Greeting and Response Messages
- Inbound Call Control
- Call Queue Management
- Voice Recording
- Statistics

2. System Flow

The following diagram shows the system flow of the call center system:



During Office Hours

- a) When incoming call arrives, the following greeting message will immediately be given:

Thank you for calling ITO User Services Hotline. To ensure our service quality, conversations may be recorded. You can press "1" to skip the message.

多謝致電資訊科技處客戶服務熱線，為確保服務質素，以下嘅談話內容可能會被錄音，閣下可按“1”字直接聯絡我地嘅服務員。

- b) The call will immediately be passed to the Help Desk and Support Team with all available lines ring. If one of the members is available, the line will be picked up for services.
- c) In case of all the lines of the support team members are engaged, the call will be routed to a waiting queue awaiting for services.
- d) If there are more than 5 in the waiting queue, instead of putting the newly arriving calls at the waiting queue, the following notification will be given:

Our lines are busy. Instead of keep you waiting, please leave your message and your phone number after the Beep tone. We will contact you as soon as possible.

現時線路十分繁忙，請在 Beep 一聲後留低口信及聯絡電話，我們將盡快與你聯絡。

- e) For those in the waiting queue, callers can press '0' for leaving a voice mail or keep on waiting for service. The following message will be prompted every 30 seconds:

Thank you for waiting. Our lines are still busy. You may press zero to leave your message and your phone number after the Beep tone. We will contact you as soon as possible.

現時線路非常繁忙，多謝耐心等待。閣下亦可按零字在 Beep 一聲後留下口信及聯絡電話，我們將盡快同你聯絡。

Members of the hotline/help desk team will view the call centre at their display station and make a respective call-back to the caller to answer the query.

After Office Hours

- a) When incoming call arrives, the following notification message will be given to the user:

Thank you for calling ITO User Services Hotline. Sorry that our office has been closed, please leave your message and your phone number after the Beep tone. We will contact you soon.

多謝致電資訊科技處客戶服務熱線。服務時間已過。請在 Beep 一聲後留低口信及聯絡電話，我們將與你聯絡。