

▶ Shift Creation  
**Sweet Wfm**  
Work Force Management

Easily scheduling with detailed conditions and calculate needed number of communicators in consideration of productivity, work load, no futleness and impartiality.

▶ Groupware  
**Sweet Epm**  
Enterprise Performance Management

Achievable scheduling with groupware functions. Scheduling with accepting the filed requests of day off and shift change at 365days center. Accelerate field communicators and Employee Satisfaction (ES).

▶ Management by Objectives  
**Sweet Mbo**  
Management By Objectives

Besides scheduling and groupware functions, each communicator's "Karte: record card" function is added. Possible to use it as management by objectives of the Communicator and the division. (results, monitor evaluation, training results, and interview history)

▶ Seat Arrangement  
**Sweet Seat Manager**

Possible to arrange seating and confirm the contact status such as inbound, logout and hold with seat layout. (Option: Monitoring, Help Display and Reason code display (After login, Display release)

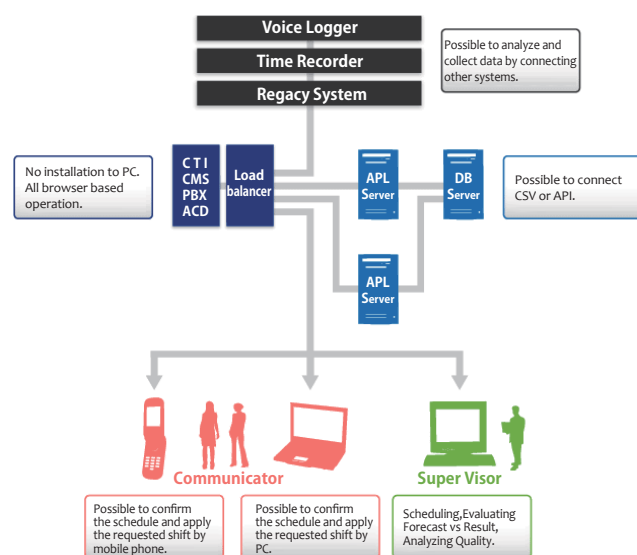
▶ Quality Management  
**Sweet Quality Management**

Collect statistics data from infrastructure system(PBX,CTI,CRM..) in order to check the quality of communicators and achieve the total communicator's evaluation from result of monitoring, productivity and training including supporting level-up and follow-up.

▶ Consulting  
**+DESIGN**  
Business Intelligence

Consultant Tool for BI report and communicator recruitment by simulating the future recruitment plan and create BI report.

Hardware Configuration



Recommended System Environment

- Servers**
- OS: Windows Server 2003 R2(64bit) / 2008 (64bit), AIX5L(over 5.3), Solaris over 9
  - RDBMS: SQL Server 2005(Latest SP), SQL Server 2008 R2 (Latest SP), Oracle over 9i, DBz over V8
  - Application Server: JBoss Server 5.0.1, BEA WebLogic Server over 10, WebSphere Application Server over V6.1
- Client PC**
- OS: Windows XP Service Pack over 2, ※Windows Vista is available
  - Communicator/Agent: Internet Explorer 6.x(Latest SP), 7.x(Latest SP), 8.x, ※Windows Vista is available
  - Super Visor/Manager: IE / Adobe Flash Player over 8, Adobe Reader over 7(It is needed to print out PDF file), JavaRuntime over 5.1 (It is needed to use Sweet Seat Manager)

Product Name	Super Visor PC				Communicator PC			
	IE over7.x	Java Runtime over5.0	Adobe Reader over7 (PDF)	Adobe Flash Player over8	IE over7.x	Java Runtime over5.0	Adobe Reader over7 (PDF)	Adobe Flash Player over8
Sweet Wfm	●	—	●	●	—	—	—	—
Sweet Epm	●	—	●	●	●	—	●	—
Sweet Mbo	●	—	●	●	—	—	●	●
+DESIGN	●	—	●	●	—	—	—	—
Seat Manager	●	●	●	—	●	●	●	—
Quality Management	●	—	●	●	●	—	—	—

We will offer the most suitable system environment for customer environment. Please consult us for more details.

Developed by

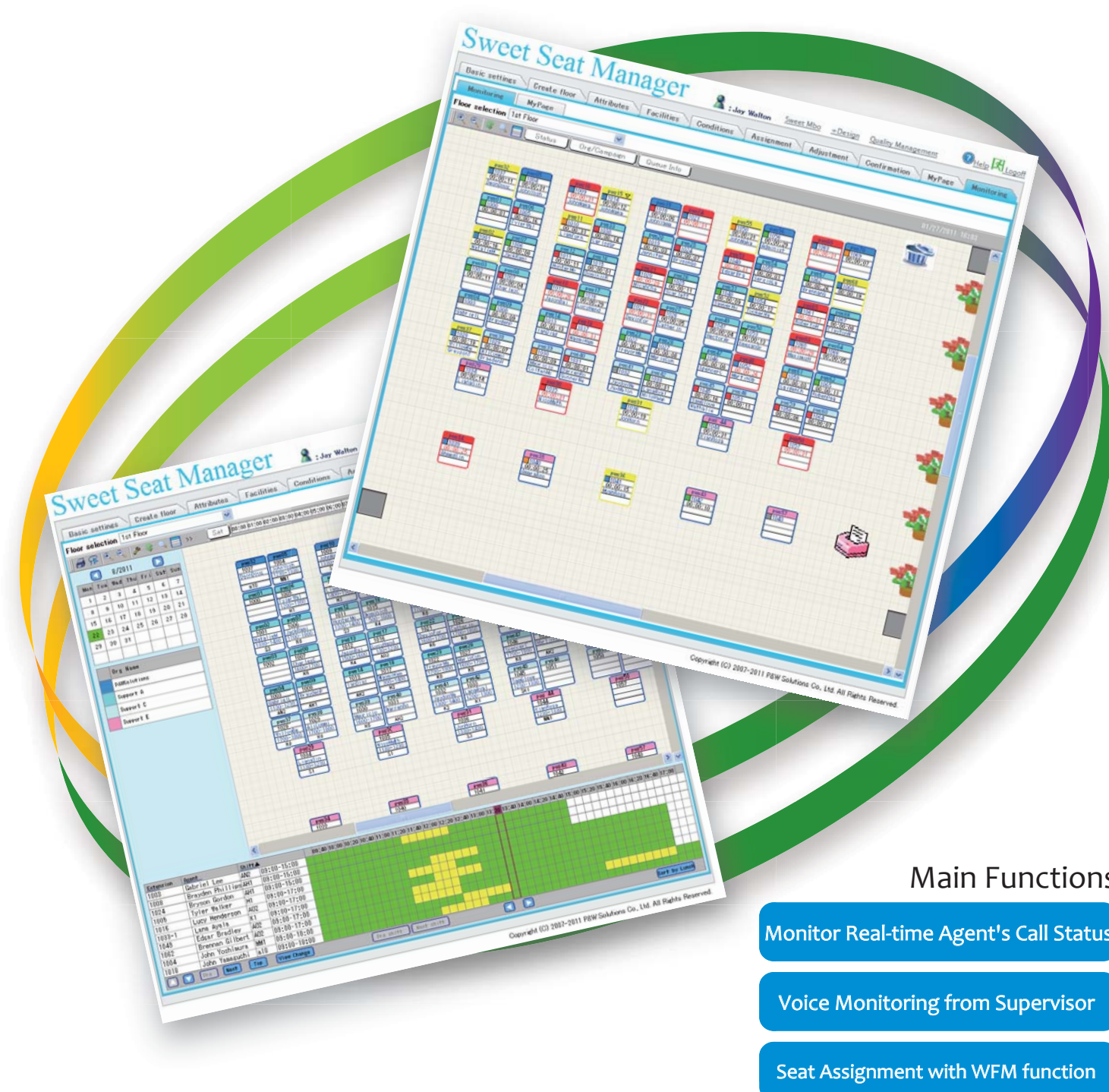
**P&W Solutions Co., Ltd.**  
Harbor-One Building 1F · 2F 2-5-5 Higashi Shinagawa, Shinagawa Ward, Tokyo, 140-0002  
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For more information, please contact as below.

# Seat Manager® Ver.4.0

## Sweet Series

Visualize Real-time Status of Agents by Virtual Floor (**Web System**)



Main Functions

Monitor Real-time Agent's Call Status

Voice Monitoring from Supervisor

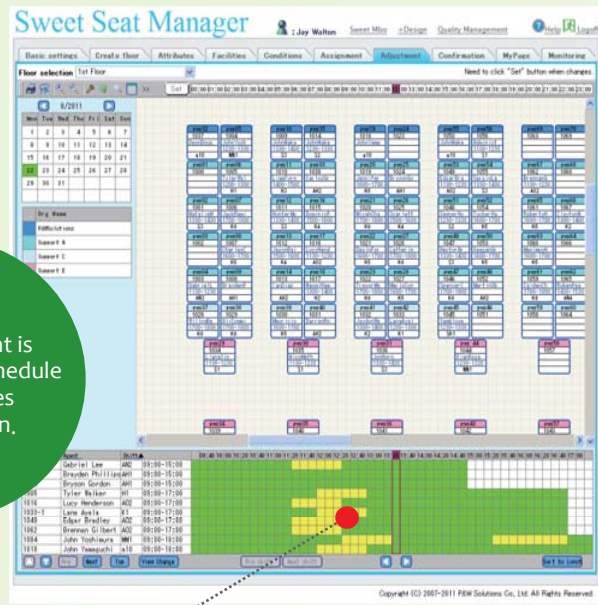
Seat Assignment with WFM function

Free seating arrangement and real-time monitoring system can be realized.

The seat schedule is generated based on the Agent's shift schedule which made by Sweet Series WFM function automatically.

● Visualize the seat assignment status by daily and timely!

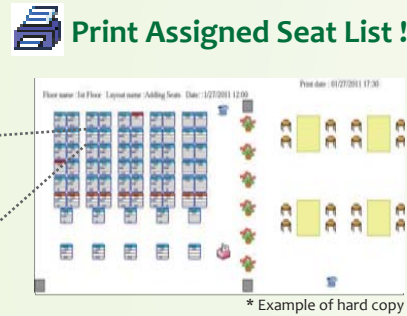
- The printing of assignment result is available.
- Possible to re-assignment by PC trouble on the day.



Seat assignment is linked with the schedule of SweetSeries WFM function.

**Point**

- Display daily and timely seat assignment info.
- Display the processed status. Easy to inform and confirm status by using wide screen.



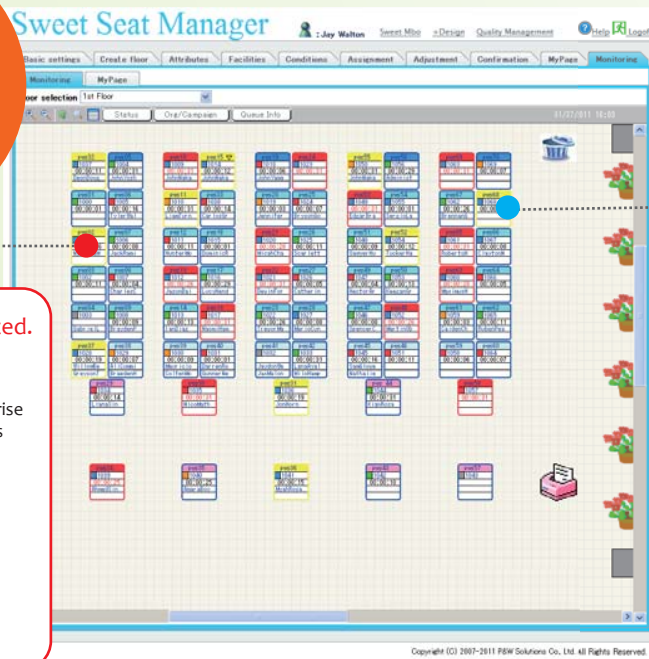
● Realtime Call Status Monitoring by Virtual Floor!

The seat will flash when threshold is exceeded 2 Step thresholds (Yellow and Red) are available.

**Point**

Multi IP Platforms are supported.

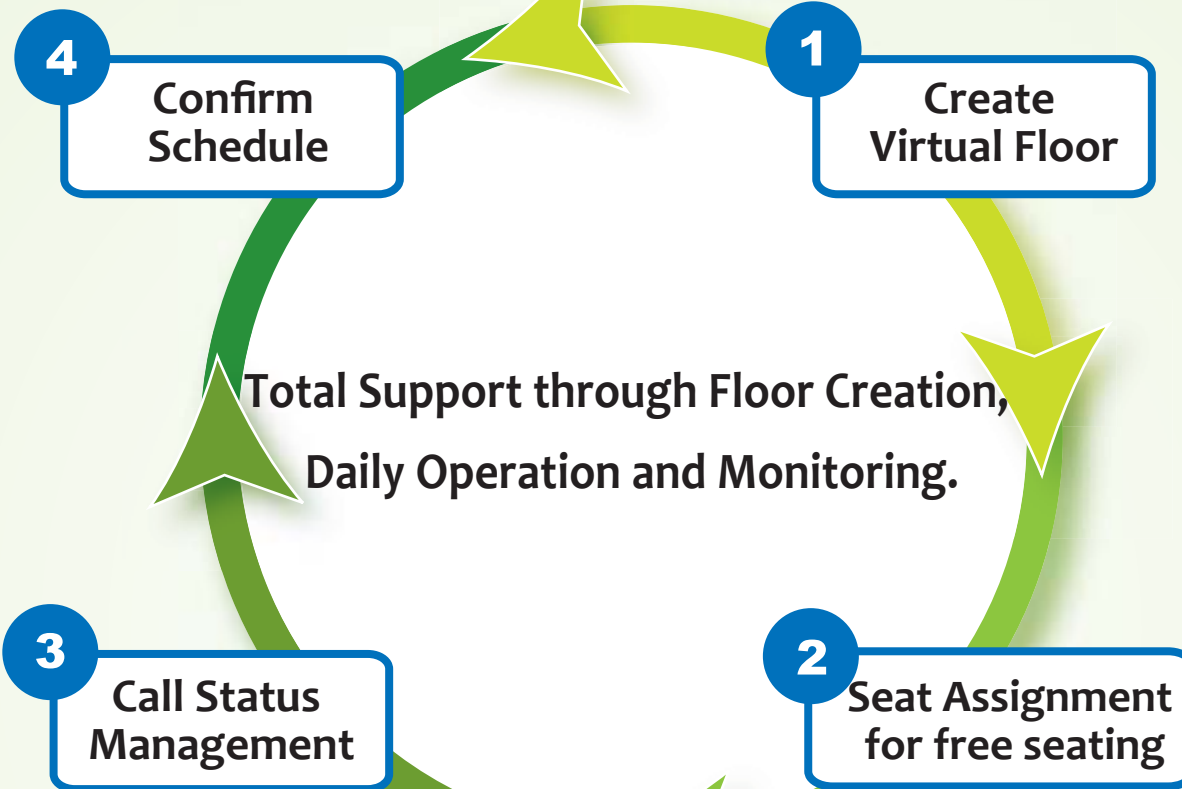
- IP Telephony  
Avaya Aura  
Cisco Unified Contact Center Enterprise  
Cisco Unified Contact Center Express  
trixboxPro
- CTI Middleware  
Genesys 7 & 8
- Voice Monitoring Function
- Skill and Call Status appeared by mouse on
- Customization is available



- 3-10 sec reflash and monitor call status.
- Possible to set threshold by Skills or Operations
- When exceeds Threshold, Seat will flash.

# Seat Assignment and Realtime Monitoring System

## Sweet Seat Manager



Total Support through Floor Creation, Daily Operation and Monitoring.

● Monitoring Screen

10:38	10:19	10:24	10:45
0:00:14	00:00:03	00:00:07	00:00:00
11:00			11:00
10:15	10:15	10:45	10:45
0:00:00	0:00:00	0:00:00	0:00:00
MukoYam	Mar iTanu	MitsuHir	Satiko

- SV can handle call monitoring function from screen.

● Agent Skill Change Screen

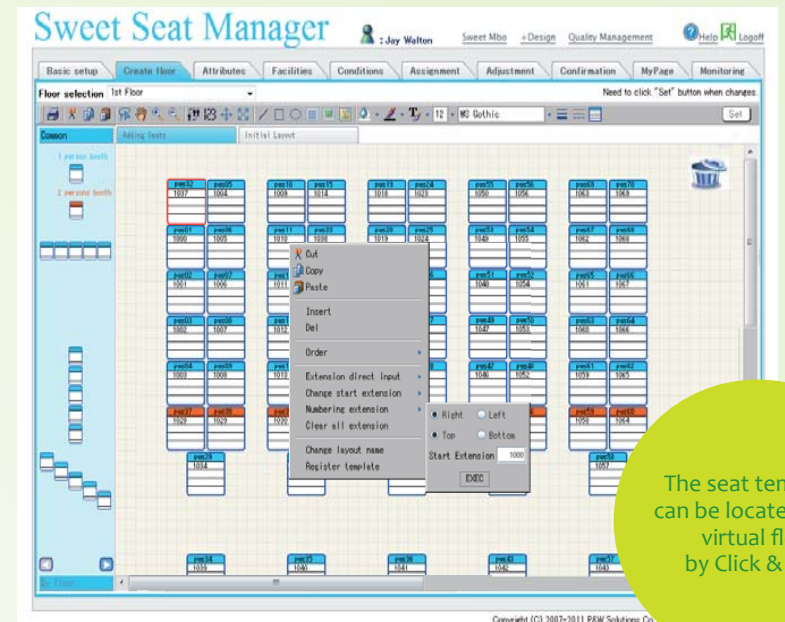
Avail	N/A	skill
<input type="radio"/>	<input type="radio"/>	Cashing
<input type="radio"/>	<input type="radio"/>	Gold
<input type="radio"/>	<input type="radio"/>	Change Pass
<input type="radio"/>	<input type="radio"/>	Point Service
<input type="radio"/>	<input type="radio"/>	Revolving repayment
<input type="radio"/>	<input type="radio"/>	New Account
<input type="radio"/>	<input type="radio"/>	Account Service
<input type="radio"/>	<input type="radio"/>	Lost & Stolen
<input type="radio"/>	<input type="radio"/>	Request Info

- SV can change the Skills of Agents by Realtime.

● Call Status List

Campaign name	Approved call rate
Multi Operation	100%
New Account	87%
Product Info	100%
Seminar	92%

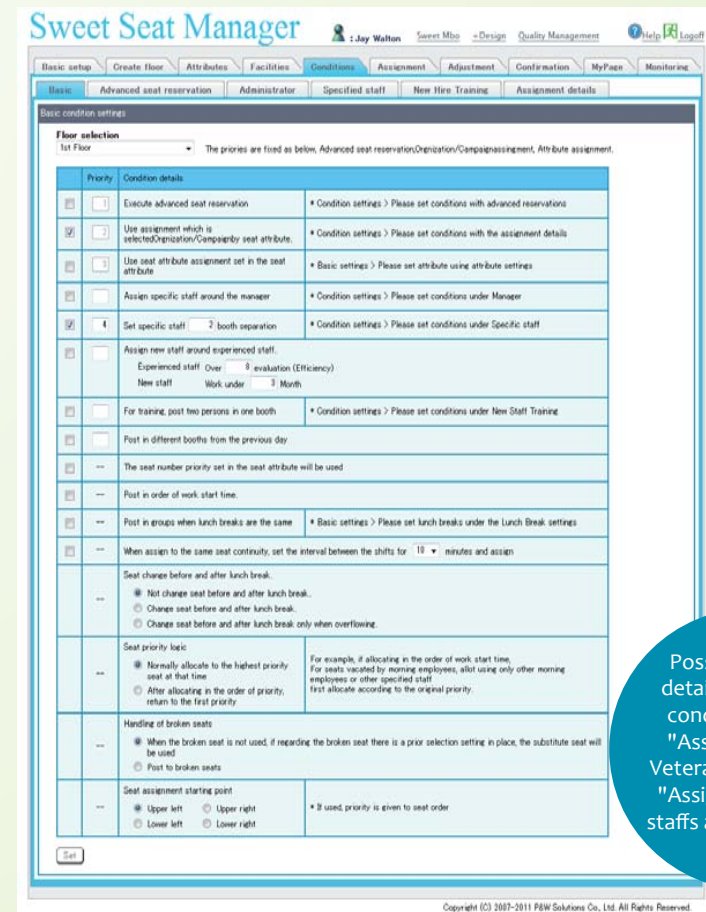
● Easy to visualize the real seating on Application!



The seat templates can be located to the virtual floor by Click & Drag

- The layout can be created with remaining previous seat data.
- Easy to numbering extension.
- Possible to register the pattern of Layout.
- The many drawing functions are available.
- The Multisite Floor View is also available.

● Possible to assign seat with complicated conditions!



Possible to set the detailed assignment conditions such as, "Assign seat closer Veteran and new hire." "Assign the specified staffs around manager"

- Local and delicate assignment conditions are available.
- Possible to customize to add conditions.