

Sweet Series & Seat Manager Product Overview



P&W Solutions Co.,Ltd

Agenda

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Company Profile (P&W Solutions)

『Passion & Will』

P&W Solutions Co.,Ltd was established in the hope that we provide services to our clients with burning Passion and Will for unruffled action.

- Head Office Tokyo, Japan
- Established 7th May 2002
- Capital 10 Million yen
- Sales FY 2010 Net Sales 674 million yen
- Employee 37 (as of 1st May 2009)
- HP <http://www.pw-s.com/english/>



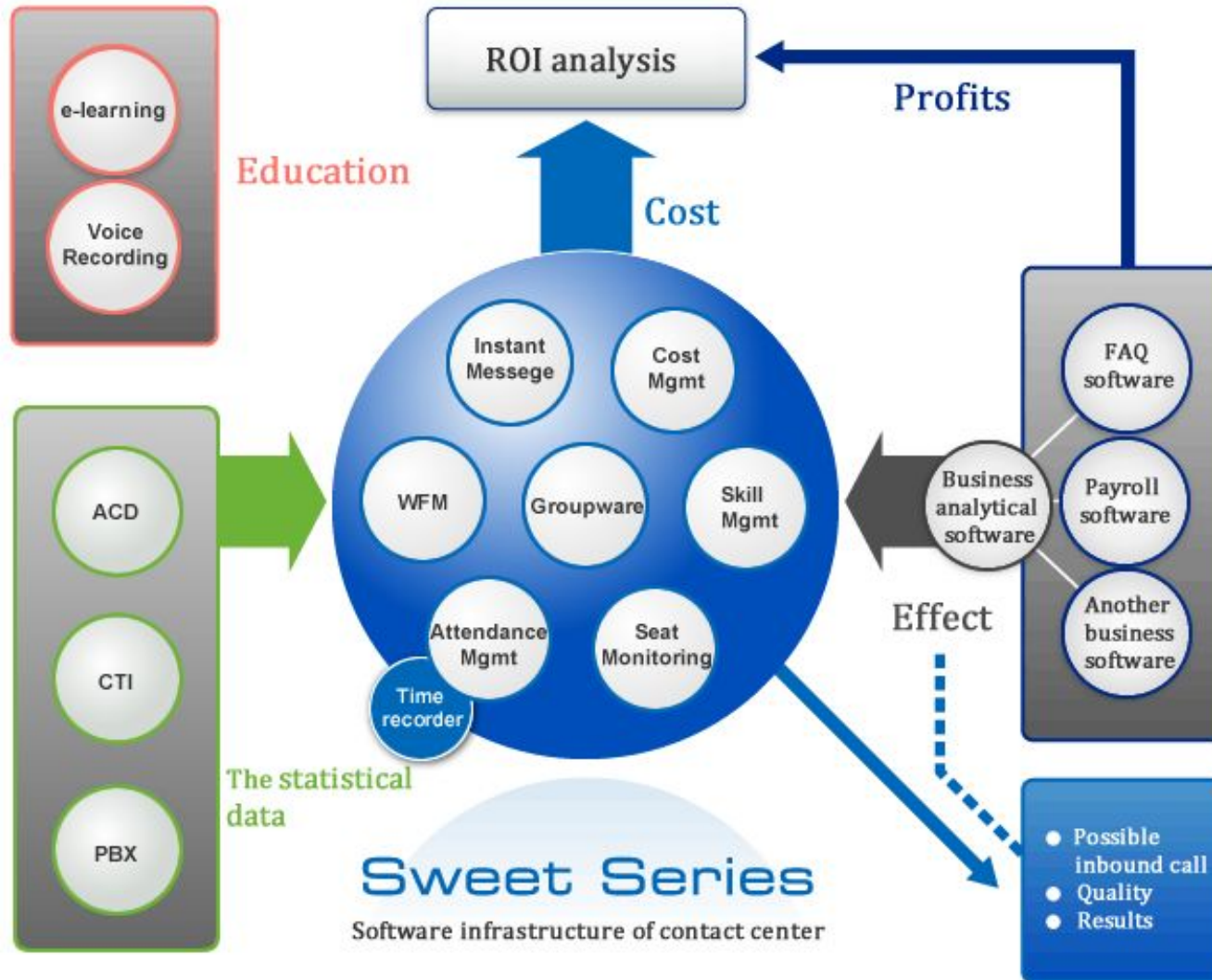
We are the developer and Vendor of the **"Sweet Series"** contact center total management solution

Sweet Series Product Overview

Contact Center Total Management System Sweet Series

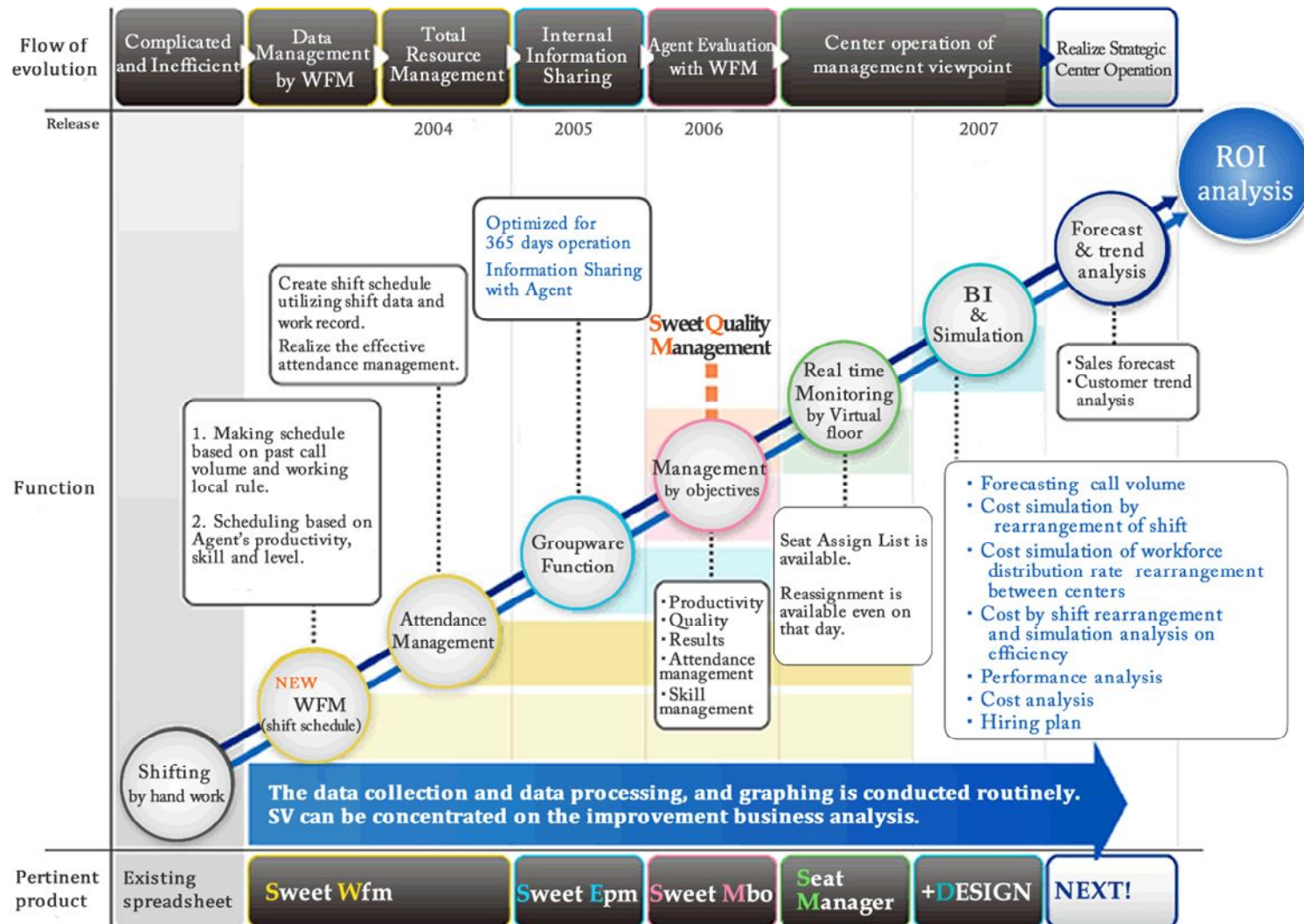
- Point 1** Management functions to support Local Labor Law & Field operation
- Point 2** Provide field operation analysis and management information
- Point 3** Discovery of operational issues via a virtual floor graphic interface
- Point 4** Provide a “Digital Hub” which becomes the foundation to drive efficiency

Product Concept (Digital Hub, Total Management)



Sweet Series : Product Growth History

“Sweet Series” are possible to select and install based on request of customer.



Sweet Series product lineup (<http://www.pw-s.com/english>)



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



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).



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)



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

Sweet Series product lineup (<http://www.pw-s.com/english>)



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))



Send and received messages by real-time and Action status of members are self-explanatorily. Possible to understand the help requests from communicators to SV, and support speedy by using third party call.



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



Easy to create the exam by web from Excel. Give the web exam and possible to confirm the advancement of operator's quality.

Sweet Series Function Matrix

Sweet Series Table for function

	Sweet Wfm	Sweet Epm	Sweet Mbo	Sweet Wfm × Sweet Quality Management	Sweet Quality Management
WFM (shift schedule)	●	●	●	●	
Attendance management	●	●	●	●	
Groupware		●	●		
Management by objectives (“Karte:record card” function)			●	●	●

Workforce Management

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

Attendance Management

By connecting schedule and recorded time. The attendance management, the cost calculation (possible to connect payroll system), and the budget management can facilitate it. The registration of attendance time and the confirmation attendance management stat.

Groupware

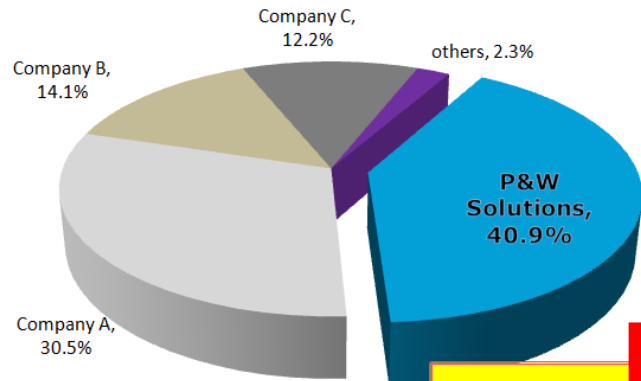
Portal function to enable total information management. Activate communications and arouse spontaneous intention of communications.

Management by objectives (“karte:record card” function)

The management of results/target/quality/skill is integrated. The optimization of central management is targeted.

Sweet Series : De Facto Standard WFM Software Japan

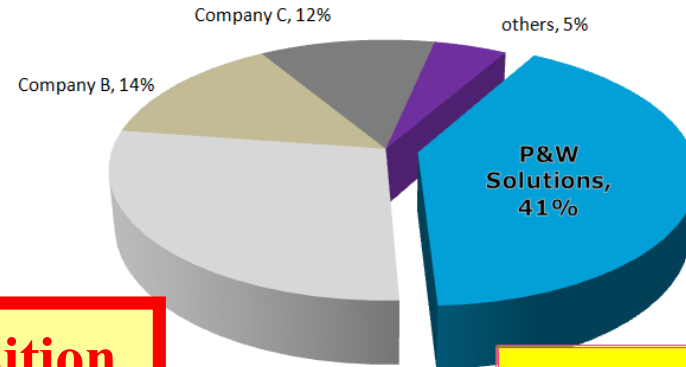
WFM Systems Market: Market Share (Japan), CY 2007



Japanese Market Share
No.1

Workforce Management Systems Market:
Company Market Share by Revenues (Japan), 2007 (Resource: Frost & Sullivan)

WFM Systems Market: Market Share (Japan), CY 2008

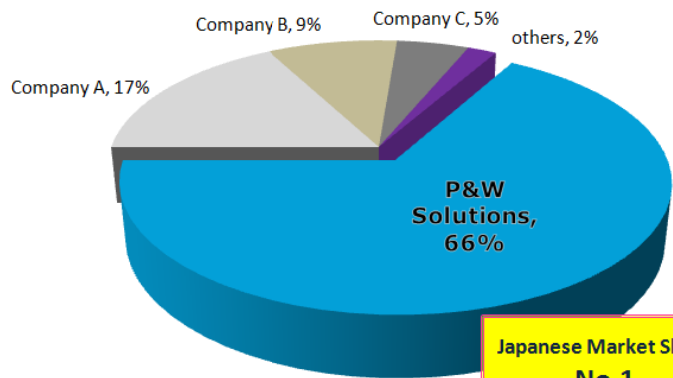


Japanese Market Share
No.1

Workforce Management Systems Market:
Company Market Share by Revenues (Japan), 2009 (Resource: Frost & Sullivan)

**Win No.1 Position
for the Forth
successive year !!**

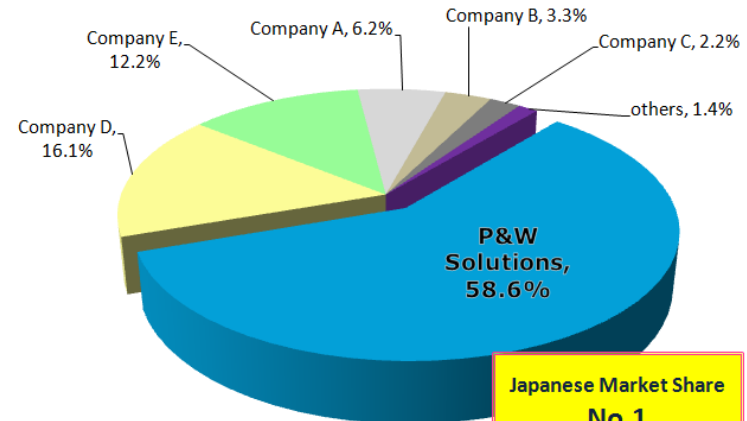
WFM Systems Market: Market Share (Japan), CY 2009



Japanese Market Share
No.1

Workforce Management Systems Market:
Company Market Share by Revenues (Japan), 2008 (Resource: Frost & Sullivan)

WFM Systems Market: Market Share (Japan), CY 2010



Japanese Market Share
No.1

Workforce Management Systems Market:
Company Market Share by Revenues (Japan), 2010 (Resource: Frost & Sullivan)

Won the 2009 & 2011 Japan Market Leadership Award

FROST & SULLIVAN

2009

BEST
PRACTICES
AWARD

Japan Market Leadership Award
Workforce Management Market

FROST & SULLIVAN

2011

BEST
PRACTICES
AWARD

Japan Market Leadership Award
Workforce Management Market

Sweet Series Customers in Japan

Over 40 Customers

Over 34,000 Seats

The main Sweet users in Japan

Telecom



Finance



Mail Order



Manufacturer-IT



Outsourcers



The current largest user is **NTT Docomo** in Japan,
they have **over 7,000 seats of Sweet** and are using **Genesys CTI**.

Our Partners

Voice Partners



Distribution Partners



Sweet Seat Manager : Virtual Floor Monitoring & Management



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

The seat schedule is generated based on the shift schedule of the communicator which made by Sweet series automatically. The seat table and the real time status of communicator(response time and status) can be displayed.



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))

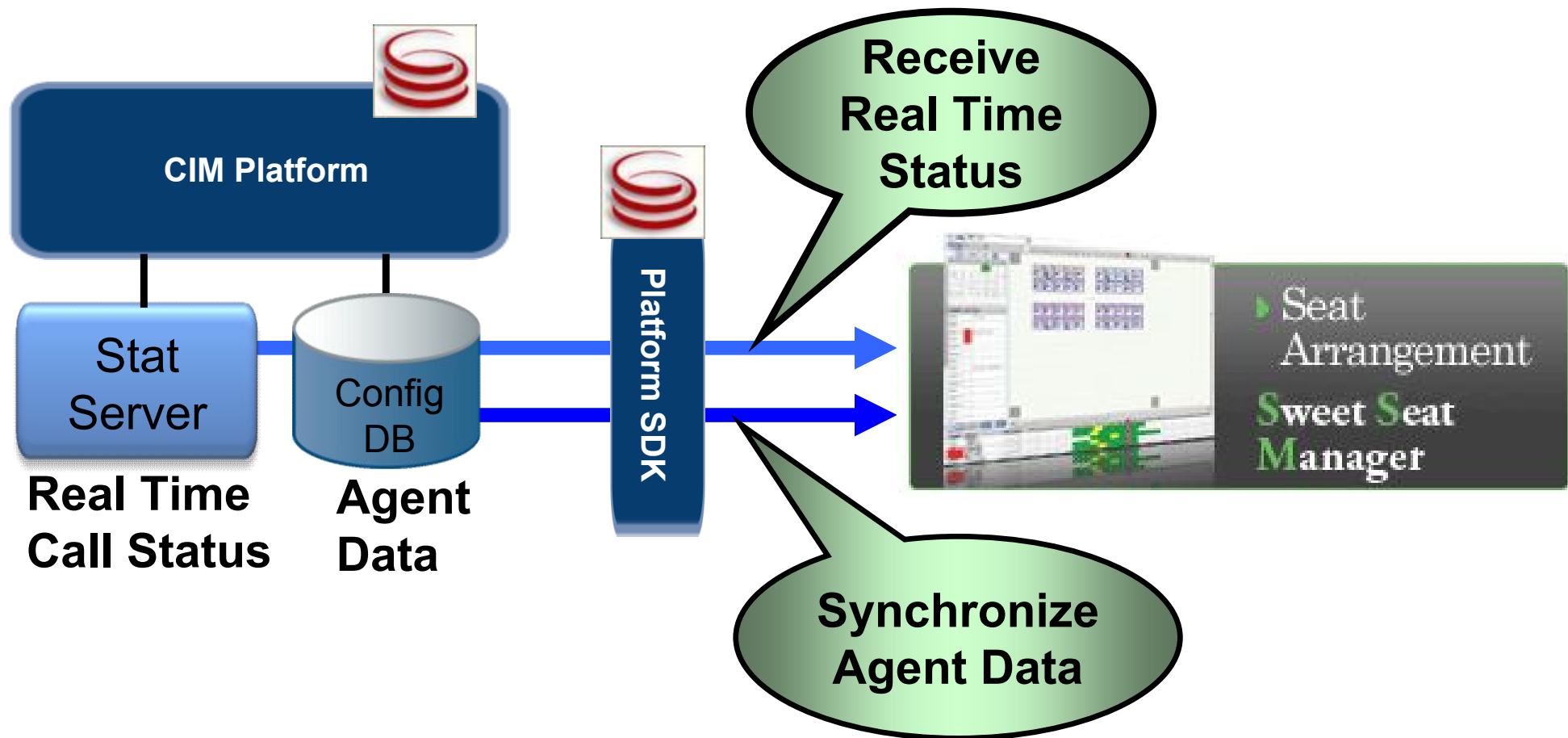
Competitive Analysis vs Avaya AgentMap



Agent MAP[®] V4.0

Sweet Seat Manager	Features	Avaya Agent MAP
Brower Base	General	Install Type
Genesys, Avaya, Cisco	Support IP-PBX	Only Avaya Aura
Mid-Large	Target Segment	Small-Mid
Yes	Redundancy	No
Possible	SaaS Model	Difficult
Yes(Sweet Wfm)	Connectivity	No

Connection with Genesys : Via Platform SDK



Seat Manager Unique Functions

- **Create the Virtual Floor**
 - End User can create the Virtual Floor
- **Real time Monitoring**
 - **Agent Call Status by Virtual Floor**
 - **Agent Call Status by List**
 - **Queue Status**
 - Connect Stat Server to obtain real time status
- **Telephony Control from Virtual Floor**
 - Support Voice Monitoring (Genesys SIP Server, NEC SV, Cisco CM)

Seat Manager Unique Functions

- **Real time Agent Skill Change & Restore Skill**
 - Connect Config Server
 - Change Agent Skill by Floor Monitoring Screen
 - Restore Skills to previous night
- **Daily Historical Agent Report**
 - Inbound Calls, Outbound Calls, Hold Times, Talk Time, Wait Time, Transfer Times, ect)
- **iPad Support**
 - **Safari Browser (html5)**
 - **Support Functions**
 - **Real time Monitoring (Agent Call Status, Agent List, Queue)**
 - **Telephony Control (Voice Monitoring)**

Seat Manager Unique Functions (Real-time Monitoring)

Real-time Call & Queue Status Monitoring by Virtual Floor

Sweet Seat Manager

Jay Walton Sweet Mbo +Design Quality Management Help Logoff

Basic setup Create floor Attributes Facilities Conditions Assignment Adjustment Confirmation MyPage **Monitoring**

Monitoring MyPage

Floor selection 1st Floor

Status Org/Campaign **Queue Info** Skill Switch View Skill Info Skill Reset 08/09/2011 10:33

The screenshot displays a virtual floor grid with agents represented by colored boxes. A red box highlights the 'Queue Info' button. A red arrow points from this button to a table on the right. A white callout box points to a specific agent's data, and another white callout box points to the table.

Confirm Real time Queue Status

ACD Queue	Answered call	waiting call	Idle	Login	Talking	Ringing	Ready	Log out	Other
Total	0%	0	0	0	0	0	0	0	0
Account Service	0	0	0	0	0	0	0	0	0
Cashing	0	0	0	0	0	0	0	0	0
Change Pass	0	0	0	0	0	0	0	0	0
Gold	0	0	0	0	0	0	0	0	0

Confirm Real time Call Status & Daily Historical Agent Data when you mouse on.

Agent Data (Example):
 pws21 1020 1025
 Status: Waiting
 Talk Time: 00:00:00
 Wait Time: 00:00:00
 inbound: 2
 Outbound: 1
 Hold Times: 0
 Transfer Times: 0
 Skill:
 Skill 4 (Lv 8, Ef 80%)
 Skill 5 (Lv 7, Ef 70%)

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Seat Manager Unique Functions (Real-time Monitoring)

Real-time Call Status Monitoring Color Legends



Notes

Organization/Campaign Assigned color

Extension

Skill

Elapsed time by status

Agent

Agent (2nd person)

Log off

Close

Seat Color Legend

Call Status List Color Legend

Status list

Close Confirm threshold

Color	Status name
Blue	Not Ready
Red	Waiting
Green	Talking
Orange	On Hold

Threshold Value of each Call Status

Status Threshold List

Close

Color	Applicable Allotment	Status	Lighting/Blink	Attention (Threshold)	Alert (Threshold)
Standard (For seats not allotted to an organization or campaign, this threshold will be used.)		Not Ready	Blink	00:00:10	00:00:20
		Waiting	Blink	00:00:00	00:00:20
		Talking	Blink	00:04:00	00:05:00
		On Hold	Blink	00:00:30	00:01:00

Seat Manager Unique Functions (Real-time Monitoring)

Real-time Call Status Monitoring Color Legends



Notes

**Real time
Seat Monitoring**

Skill	
Green	Request Info
Yellow	Gold
Red	Lost & Stolen
Light Green	Account Service
Pink	Point Service
Olive	Revolving repayment
Bright Green	Change Pass
Brown	Cashing
Purple	New Account

Skill Color Legend

Seat Color Legend

Seat Manager Unique Functions (Real-time Monitoring)

Real-time Agent Call Status by List

Sweet Seat Manager

Jay Walton Sweet Mbo +Design Quality Management

Basic setup Create floor Attributes Facilities Conditions Assignment Adjustment Confirmation MyPage

Monitoring MyPage

Floor selection 1st Floor

Status Org/Campaign Queue Info Skill Switch View Skill Info Skill Reset 09/

Extension▲	Name	Status	Skill of Talking	Elapsed time
1000	Katelynn Maldonado	Talking	Skill101	00:00:01
1001	Paisley Vega	Not Ready		00:00:16
1002		Talking	Skill103	00:00:11
1003	Phoebe Barker	Talking	Skill104	00:00:11
1004	Julien Underwood	Talking	Skill105	00:00:11
1005	Jalen Baldwin	Waiting		00:00:16
1006	Phoenix Cortez	Talking	Skill102	00:00:08
1007	Dane Le	Waiting		00:00:04
1008	Gideon Poole	Talking	Skill104	00:00:09
1009	Karter Massey	Not Ready		00:00:31
1010	Izayah Figueroa	On Hold	Skill101	00:00:31
1011	Zayden Harmon	Waiting		00:00:11
1012	Kobe Campos	Not Ready		00:00:26
1013	Reed Sherman	Talking	Skill104	00:00:13
1014	Celeste Deleon	Not Ready		00:00:12
1015	Rosa Marsh	Not Ready		00:00:01
1016	Bruce Logan	Talking	Skill102	00:00:29
1017		Waiting		00:00:31
1018	Kali Pratt	Waiting		00:00:06
1019	Zariah Lara	On Hold	Skill105	00:00:03
1020		Not Ready		00:00:28
1021	Parker Ballard	Not Ready		00:00:31

Sort by Status

Extension	Name	Status	Skill of Talking	Elapsed time
1027	All Cuevas	Talking	Skill103	00:00:00
1028	Donald Robbins	Talking	Skill104	00:00:00
1031		Talking	Skill102	00:00:00
1032	Kristian Stokes	Talking	Skill103	00:00:00
1033		Talking	Skill104	00:00:00
1034		Talking	Skill105	00:00:00
1035	Saul Dawson	Talking	Skill105	00:00:00
1044	Will Wilkinson	Talking	Skill105	00:00:00
1051	Jon Horn	Talking	Skill102	00:00:00
1058		Talking	Skill104	00:00:00
1064	Kade Burgess	Talking	Skill102	00:00:00
1067		Talking	Skill103	00:00:00
1068		Talking	Skill104	00:00:00
1006	Phoenix Cortez	On Hold	Skill102	00:00:00
1010	Izayah Figueroa	On Hold	Skill101	00:00:00
1013	Reed Sherman	On Hold	Skill104	00:00:00
1016	Bruce Logan	On Hold	Skill102	00:00:00
1033		On Hold	Skill104	00:00:00
1048	Marc Flowers	On Hold	Skill102	00:00:00
1050	Arturo Luna	On Hold	Skill101	00:00:00
1053	Braylen Christensen	On Hold	Skill104	00:00:00
1058	Kade Burgess	On Hold	Skill102	00:00:00

Sort by Elapsed Time

Extension	Name	Status	Skill of Talking	Elapsed time
1004	Julien Underwood	Talking	Skill105	00:00:45
1017		Talking	Skill105	00:00:45
1021	Parker Ballard	Not Ready		00:00:45
1023		Not Ready		00:00:45
1033		Talking	Skill104	00:00:45
1044	Will Wilkinson	Talking	Skill105	00:00:45
1057		Talking	Skill105	00:00:45
1061	John Nakamura	Not Ready		00:00:45
1063	Ramon Mullins	Not Ready		00:00:45
1022	Conor Pacheco	Talking	Skill103	00:00:40
1062		Talking	Skill103	00:00:40
1028	Donald Robbins	Not Ready		00:00:33
1036	Trace Wilkins	Not Ready		00:00:33
1068		Not Ready		00:00:33
1001	Paisley Vega	Not Ready		00:00:30
1005	Jalen Baldwin	Waiting		00:00:30
1041	London Burnett	Not Ready		00:00:30
1045	Ezequiel Conley	Waiting		00:00:30
1034		Waiting		00:00:28
1038		Waiting		00:00:28
1013	Reed Sherman	Talking	Skill104	00:00:27
1053	Braylen Christensen	Talking	Skill104	00:00:27

Sort by Skills

Extension	Name	Status	Skill of Talking▲	Elapsed time
1010	Izayah Figueroa	On Hold	Skill101	00:00:00
1050	Arturo Luna	On Hold	Skill101	00:00:00
1006	Phoenix Cortez	On Hold	Skill102	00:00:00
1011	Zayden Harmon	On Hold	Skill102	00:00:00
1016	Bruce Logan	On Hold	Skill102	00:00:00
1031		Talking	Skill102	00:00:00
1046	Marc Flowers	On Hold	Skill102	00:00:00
1051	Jon Horn	Talking	Skill102	00:00:00
1058	Kade Burgess	On Hold	Skill102	00:00:00
1027	All Cuevas	Talking	Skill103	00:00:00
1032	Kristian Stokes	Talking	Skill103	00:00:00
1067		Talking	Skill103	00:00:00
1013	Reed Sherman	On Hold	Skill104	00:00:00
1010	Kali Pratt	Talking	Skill104	00:00:00
1028	Donald Robbins	Talking	Skill104	00:00:00
1033		Talking	Skill104	00:00:00
1088		On Hold	Skill104	00:00:00
1059	Braylen Christensen	On Hold	Skill104	00:00:00
1058		Talking	Skill104	00:00:00
1009		Talking	Skill104	00:00:00
1004	Julien Underwood	Talking	Skill105	00:00:00
1024	Madelynn Suarez	Talking	Skill105	00:00:00

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Seat Manager Unique Functions (Support Agents)

Monitoring from Supervisor

Sweet Seat Manager Jay Walton Sweet Mbo +Design Quality Management Help Logoff

Basic setup Create floor Attributes Facilities Conditions Assignment Adjustment Confirmation MyPage **Monitoring**

Monitoring MyPage

Floor selection 1st Floor

Status Org/Campaign Queue Info Skill Switch View Skill Info Skill Reset 08/08/2011 10:58

Select the Monitoring target Agent

Right Click to Monitor

- Start Silent Monitoring
- Stop Silent Monitoring
- Skill Change

Agent Card Data (Example):

Agent ID	Phone No.	Name	Status
pws32	1037	TonyAc	00:00:25
pws05	1004	LunaPark	00:00:05
pws01	1000	LunaPark	00:00:05
pws02	1001	PhoebeBa	00:00:30
pws03	1002	SelenakM	00:00:09
pws04	1003	SelenakM	00:00:23
pws37	1033	LorenzoH	00:00:33
pws29	1034	JasperWo	00:00:28
pws05	1004	TonyAc	00:00:08
pws06	1005	JalenB	00:00:00
pws07	1006	DonaldRo	00:00:22
pws08	1007	DaneLe	00:00:05
pws09	1008	DaneLe	00:00:23
pws38	1038	JonasCha	00:00:21
pws30	1035	ReedSher	00:00:04
pws24	1023	Kendrick	00:00:45
pws25	1024	Kevinic	00:00:21
pws26	1025	Kendrick	00:00:13
pws13	1012	ZaydenHa	00:00:02
pws17	1016	WalkerCh	00:00:12
pws18	1017	BanikaF	00:00:45
pws39	1030	MarioGoo	00:00:12
pws40	1031	DaphneTy	00:00:15
pws22	1021	DorianMo	00:00:45
pws27	1026	JamisonW	00:00:02
pws23	1022	Kristian	00:00:40
pws28	1027	TommyDav	00:00:22
pws41	1032	SamarLa	00:00:45
pws42	1033	KarterMa	00:00:45
pws43	1036	KeaganCo	00:00:33
pws51	1043	JohnNa	00:00:00
pws52	1054	JohnNa	00:00:00
pws55	1050	JohnNa	00:00:08
pws56	1056	JohnNa	00:00:12
pws53	1049	JohnNa	00:00:07
pws54	1055	JohnNa	00:00:15
pws69	1063	Jefferso	00:00:45
pws70	1069	Jefferso	00:00:00
pws67	1062	TristinA	00:00:40
pws65	1061	TristinA	00:00:00
pws45	1045	Rinarabo	00:00:30
pws44	1044	Rinarabo	00:00:45
pws58	1057	Nicomath	00:00:45
pws60	1064	Nicomath	00:00:21
pws68	1065	Nicomath	00:00:13
pws66	1064	Nicomath	00:00:13

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Seat Manager Unique Functions (Skill Change)

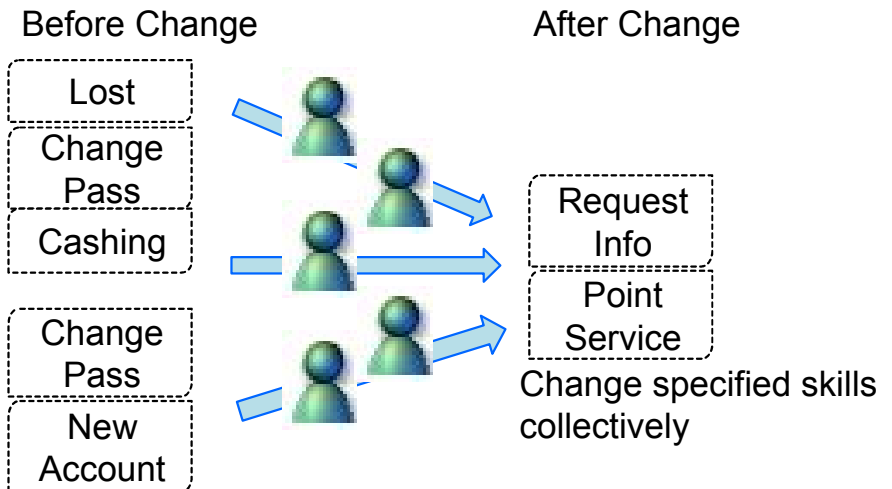
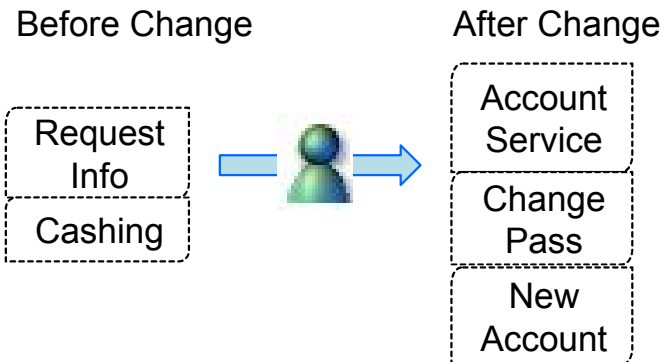
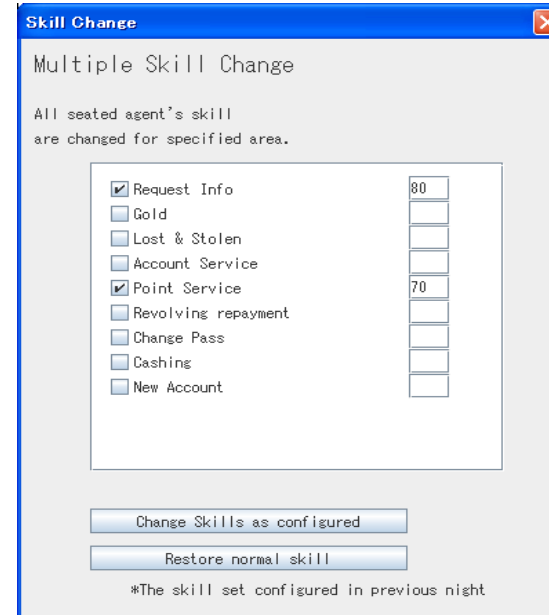
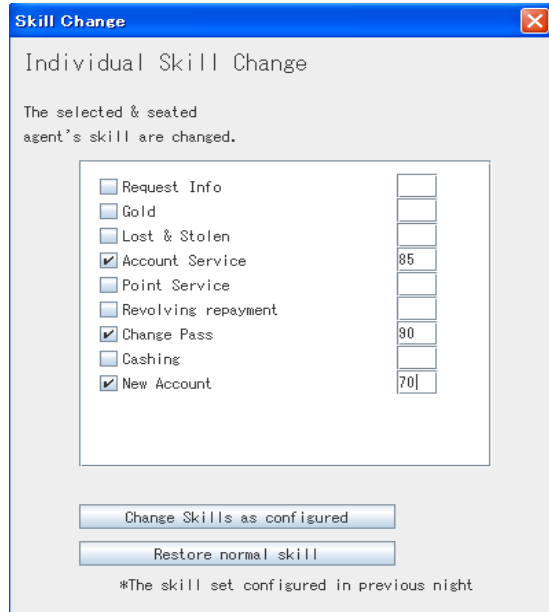
Real time Skill Change from Supervisor

The screenshot displays the 'Monitoring' tab of the Seat Manager software. The interface includes a navigation menu at the top with options like 'Basic setup', 'Create floor', 'Attributes', 'Facilities', 'Conditions', 'Assignment', 'Adjustment', 'Confirmation', 'MyPage', and 'Monitoring'. Below this, there are tabs for 'Monitoring' and 'MyPage'. A 'Floor selection' dropdown is set to '1st Floor'. A toolbar contains buttons for 'Status', 'Org/Campaign', 'Queue Info', 'Skill Switch View', 'Skill Info', and 'Skill Reset'. The main area is a grid of agent status cards, each showing an agent ID (e.g., pws10, 1009), name (e.g., RoccoMos), and a timer. A context menu is open over the card for agent pws10, with options: 'Start Silent Monitoring', 'Stop Silent Monitoring', and 'Skill Change'. Two callout boxes provide instructions: 'Select the skill change target Agent' points to the grid, and 'Right Click to Change Skill' points to the 'Skill Change' menu item.

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Seat Manager Unique Functions (Skill Change)

Skill Change Method (Individual & Multiple)



Seat Manager Unique Functions (Create Virtual Floor)

Create Virtual Floor & Seat Placement

Placement Tools

The screenshot displays the Sweet Seat Manager web application. The browser address bar shows the URL: <http://sweetepm.pw-s.com>. The page title is "Sweet Seat Manager". The user is logged in as "Jay Walton". The main navigation menu includes: Basic settings, Create floor, Attributes, Facilities, Conditions, Assignment, Adjustment, Configuration, MyPage, and Monitoring. The "Create floor" tab is active, showing "Floor selection: 1st Floor".

The interface features a toolbar with various icons for seat placement and editing. A red box highlights the toolbar area, and a callout bubble labeled "Placement Tools" points to it. Another red box highlights the "Seat Templates" panel on the left side of the interface, which shows options for "1 person booth" and "2 persons booth". A red arrow points from the toolbar to the seat templates panel.

The main workspace displays a grid of seat templates, each labeled with a unique ID (e.g., pws01, pws02, pws03, pws04, pws05, pws06, pws07, pws08, pws09, pws10, pws11, pws12, pws13, pws14, pws15, pws16, pws17, pws18, pws19, pws20, pws21, pws22, pws23, pws24, pws25, pws26, pws27, pws28, pws29, pws30, pws31, pws32, pws33, pws34, pws35, pws36, pws37, pws38, pws39, pws40, pws41, pws42, pws43, pws44, pws45, pws46, pws47, pws48, pws49, pws50, pws51, pws52, pws53, pws54, pws55, pws56, pws57, pws58, pws59, pws60, pws61, pws62, pws63, pws64, pws65, pws66, pws67, pws68, pws69, pws70). The seat templates are arranged in a grid pattern on a light blue background.

At the bottom of the page, there is a copyright notice: "Copyright (C) 2007 P&W Solutions Co., Ltd. All Rights Reserved." and the text "インターネット".

Seat Templates

Seat Manager Unique Functions (Automatic Seat Assignment)

Based on shift,
Agents are assigned
to seats

The screenshot displays the Sweet Wfm Seat Manager interface. At the top, a navigation bar shows the date '2/2011' and a calendar for the month. The main area is a grid of seat assignments, with each seat represented by a small box containing an agent's name and extension. A callout bubble points to this grid with the text 'Based on shift, Agents are assigned to seats'. Below the grid is a shift work schedule table with columns for time intervals from 00:00 to 23:00. A callout bubble points to the 09:00-13:00 column with the text 'Shift work schedule From Sweet Wfm'. The bottom of the interface includes navigation buttons like 'Pre', 'Next', 'Top', 'View Change', 'Pre shift', 'Next shift', and 'Sort by Lunch'.

Extension	Agent	Shift	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
1000	Leslie Everett	AH5																								
1005	Mitchell Klein	AH5																								
1006	Chris Reeves	AH5																								
1011	Scarlett Raymond	AH5																								
1012	Donald Robbins	AH5																								
1013	Lila Acevedo	AH5																								
1016	Makenzie Landry	AH5																								
1020	Alberto Quinn	AH5																								
1022	Mauricio Simon	AH5																								
1029-2	Reid Mccarthy	AH5																								

Seat Manager Unique Functions (Automatic Seat Assignment)

Basic condition settings

Floor selection: 1st Floor

Priority	Condition details
<input checked="" type="checkbox"/> 1	Execute advanced seat reservation
<input checked="" type="checkbox"/> 2	The selected seat attribute, Organization/Campaign Use its assignment.
<input type="checkbox"/> 3	Use seat attribute assignment set in the seat attribute
<input checked="" type="checkbox"/> 7	Assign specific staff around the manager
<input checked="" type="checkbox"/> 5	Set specific staff [2] booth separation
<input checked="" type="checkbox"/> 6	Assign new staff and experienced staff. Experienced staff Over [8] evaluation (Efficiency) New staff Work under [3] Month
<input checked="" type="checkbox"/> 4	For training, persons in one booth
<input type="checkbox"/>	Post in different from the previous day
<input type="checkbox"/>	The seat set in the seat attribute will be used

Select Conditions to assign seat

Specific staff settings

Floor selection: 1st Floor

NO	Communicator 1	Communicator 2	Communicator 3
1	Summer Shah	Orlando Curry	Angel Potts
2	Philip Stevenson	Colten McLaughlin	--

Change

Applicable communicator: Summer Shah, Orlando Curry, Angel Potts

Select organization: [Dropdown]

[Set]

Set details



Thank You!!

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