



Dialogic[®]

the one event **2008**

Dialogic ONE Event 2008 | 23 to 25 April 2008 | Langkawi, Malaysia

推动变革， Build on Dialogic

林竞宇

Dialogic China

Dialogic
Making Innovation Thrive™



推动变革 Making Innovation Thrive

统一通信

联络中心

统一消息

媒体网关

IVR

会议协同

传真服务

变革的助推剂

开放平台的先锋

遍布全球的部署



Top Enterprise Trends

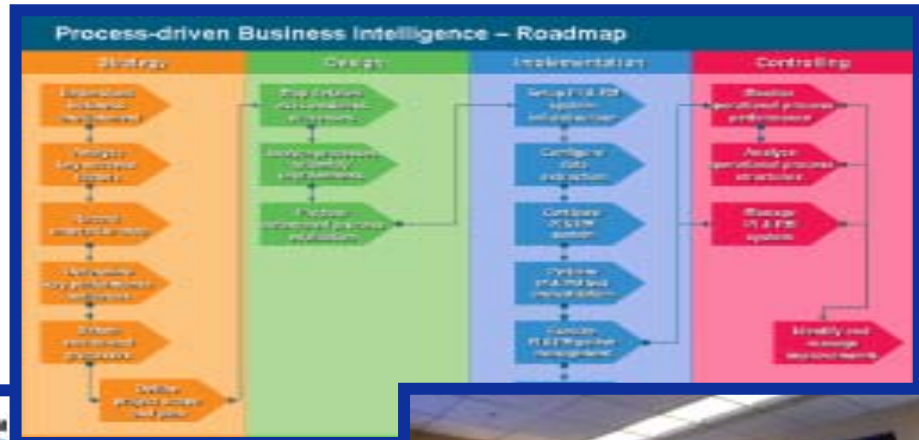


Top Enterprise Trends

TDM to VoIP



通信应用更深层次的融入商务流流程



Unified Communications



Video Conferencing



New Opportunities in the Enterprise

TDM to VoIP



当今的焦点

IP 联络中心



Unified Communications



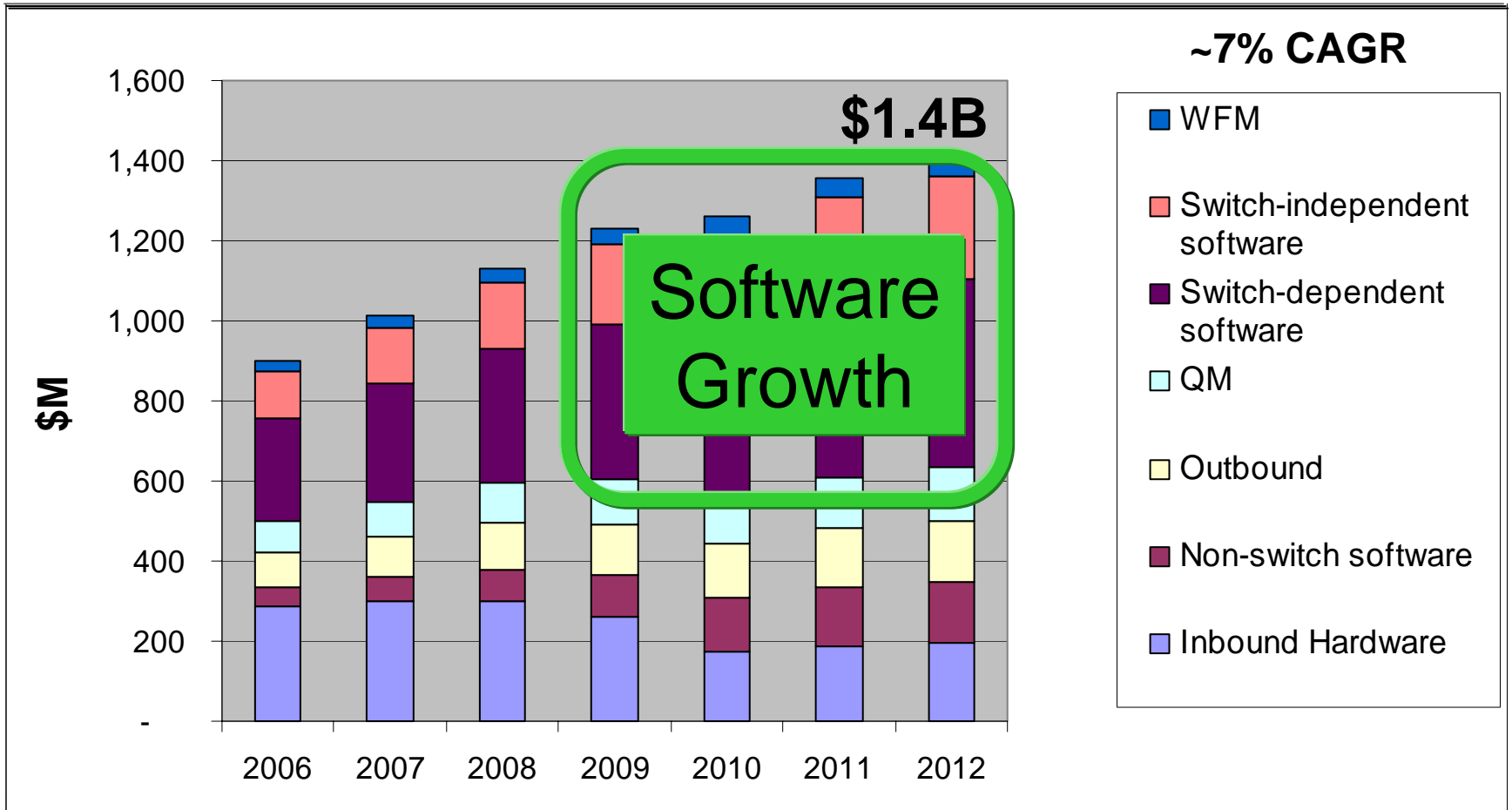
Video Conferencing



机会

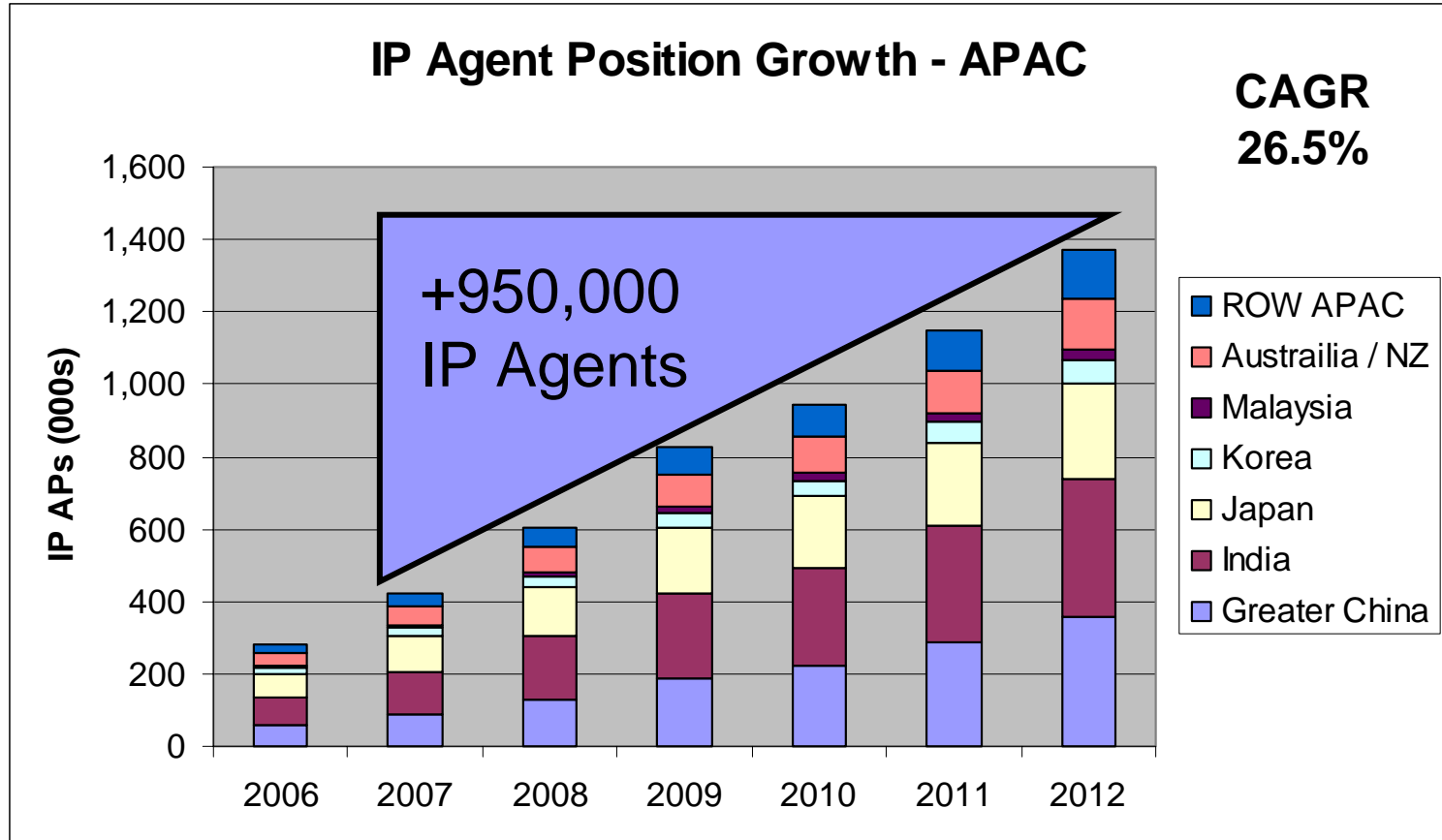


APAC 联络中心市场预测





APAC 联络中心 TDM 向 IP 的转变





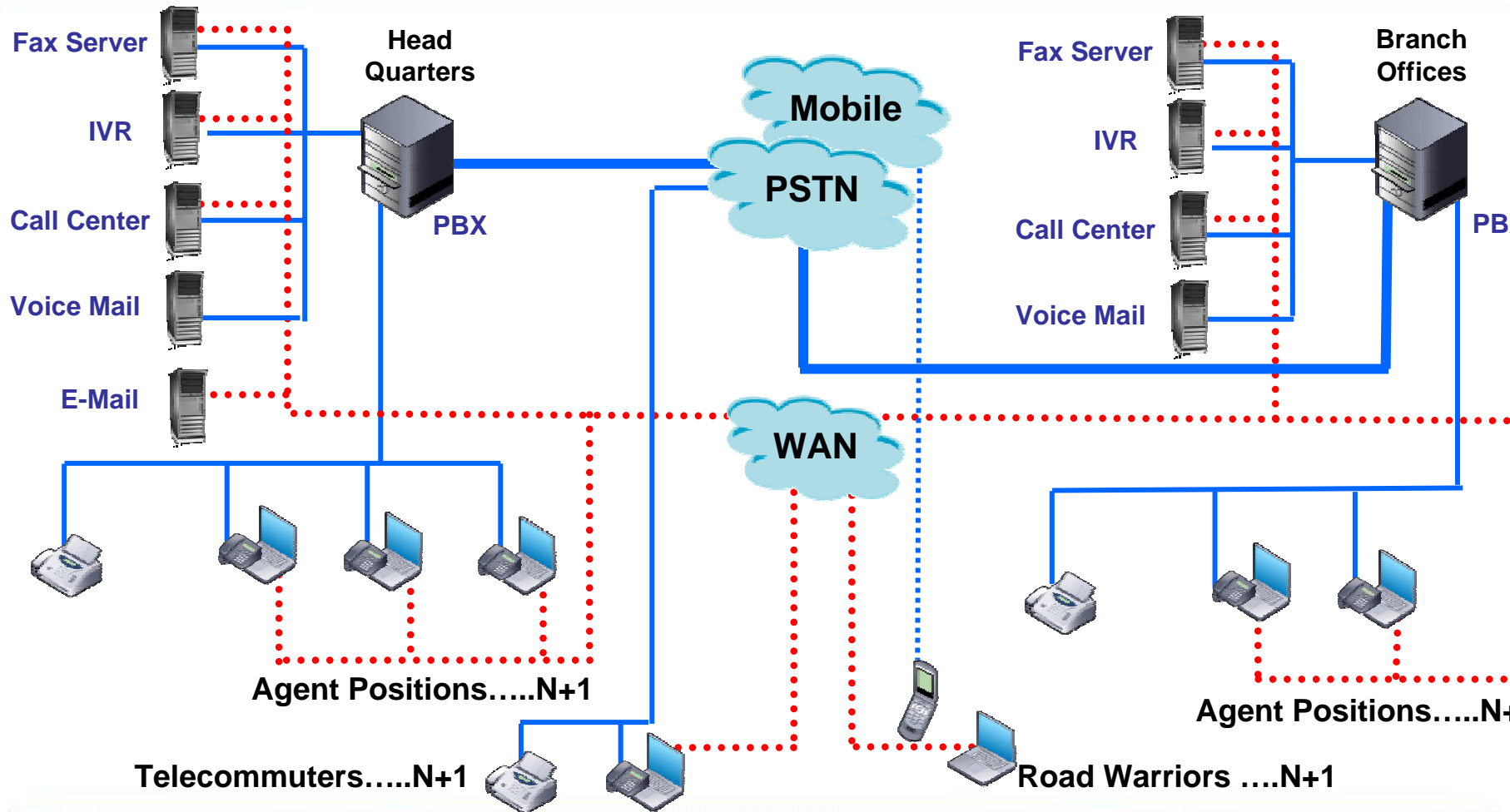
TDM 向 IP 的转变

“there are many ways to skin a cat”

Mark Twain

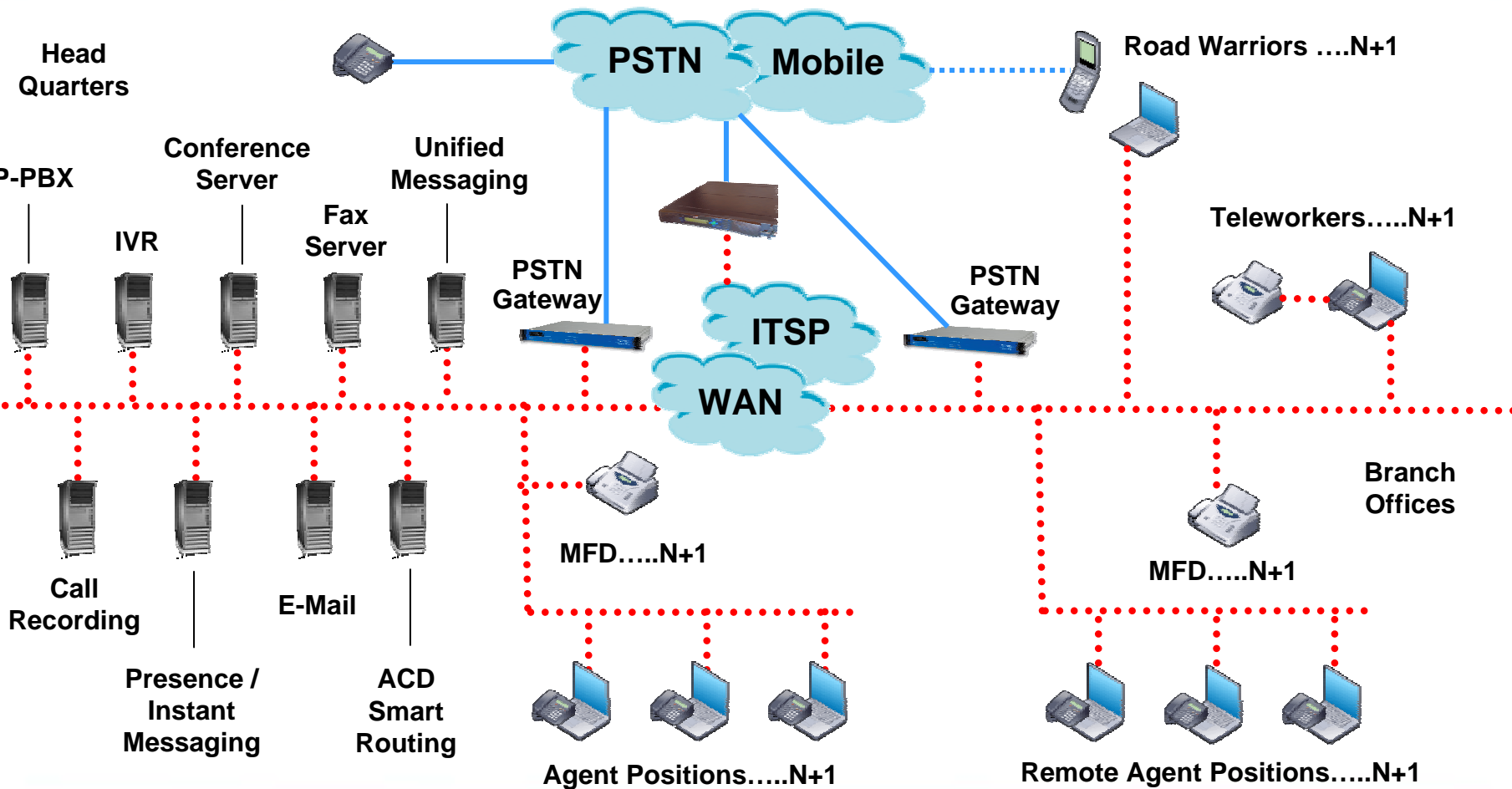


起点: TDM for 语音 / IP for 数据





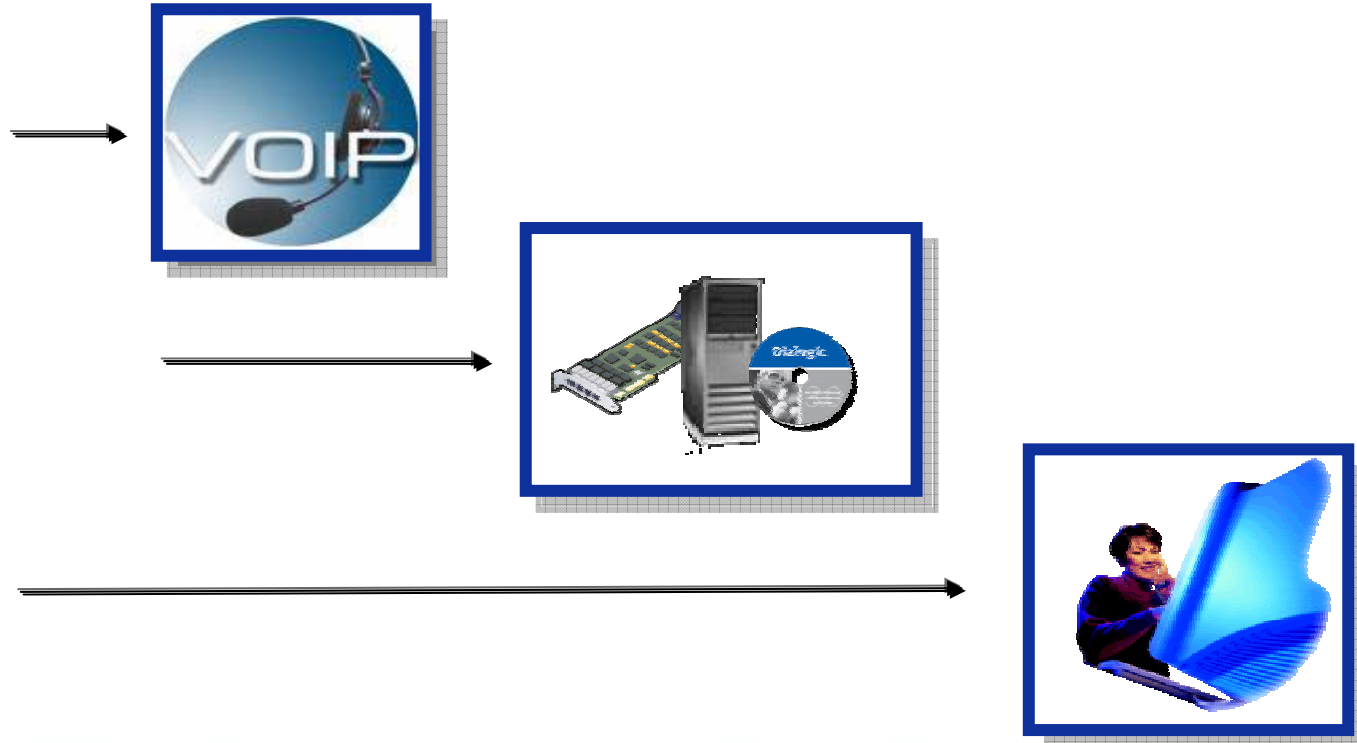
终点 - IP, 多媒体服务 驱动了联络中心的虚拟化





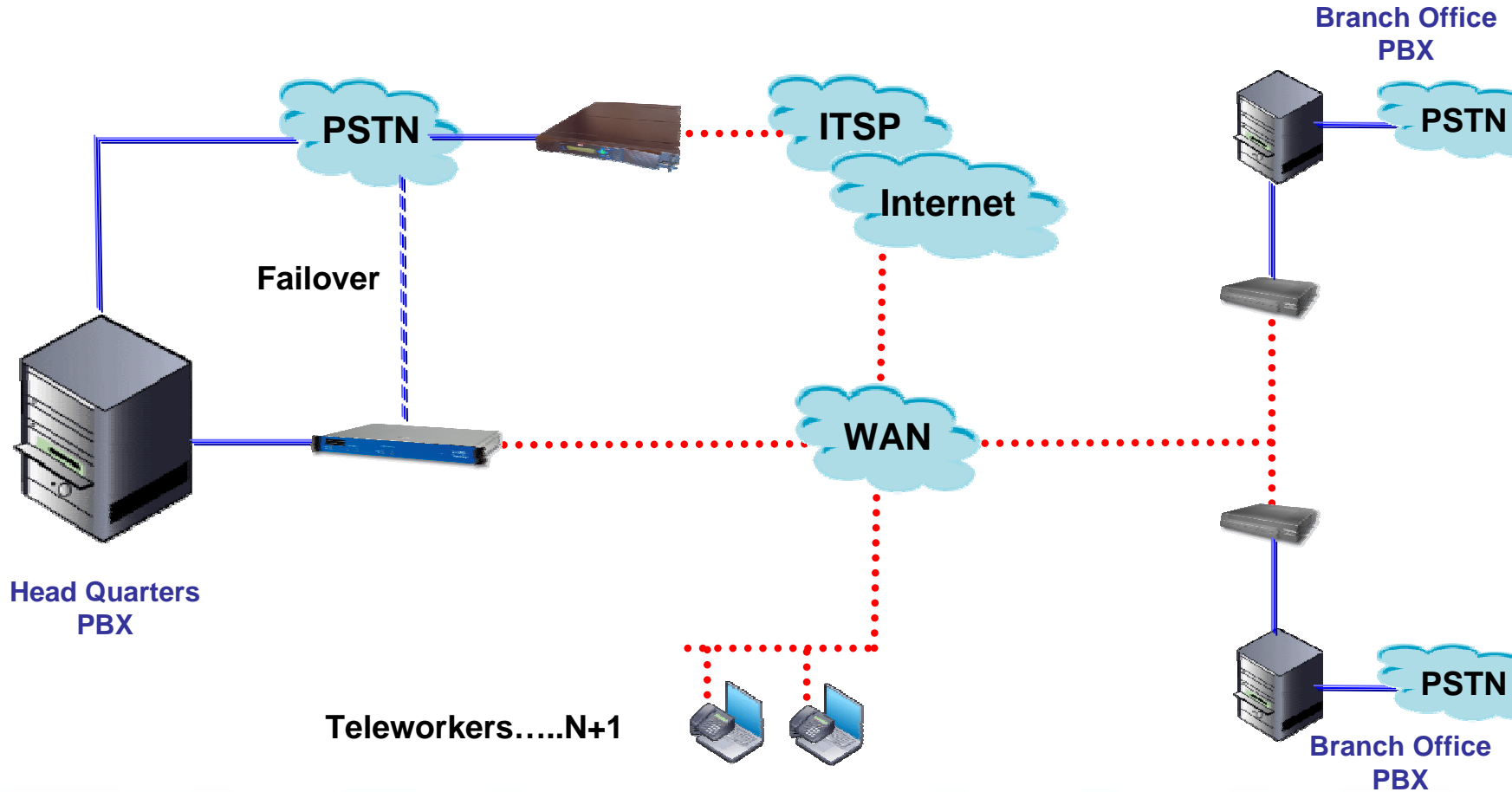
驱动联络中心的虚拟化

- IP 连接
- IP 应用
- IP 座席





向IP连接方式的迁移



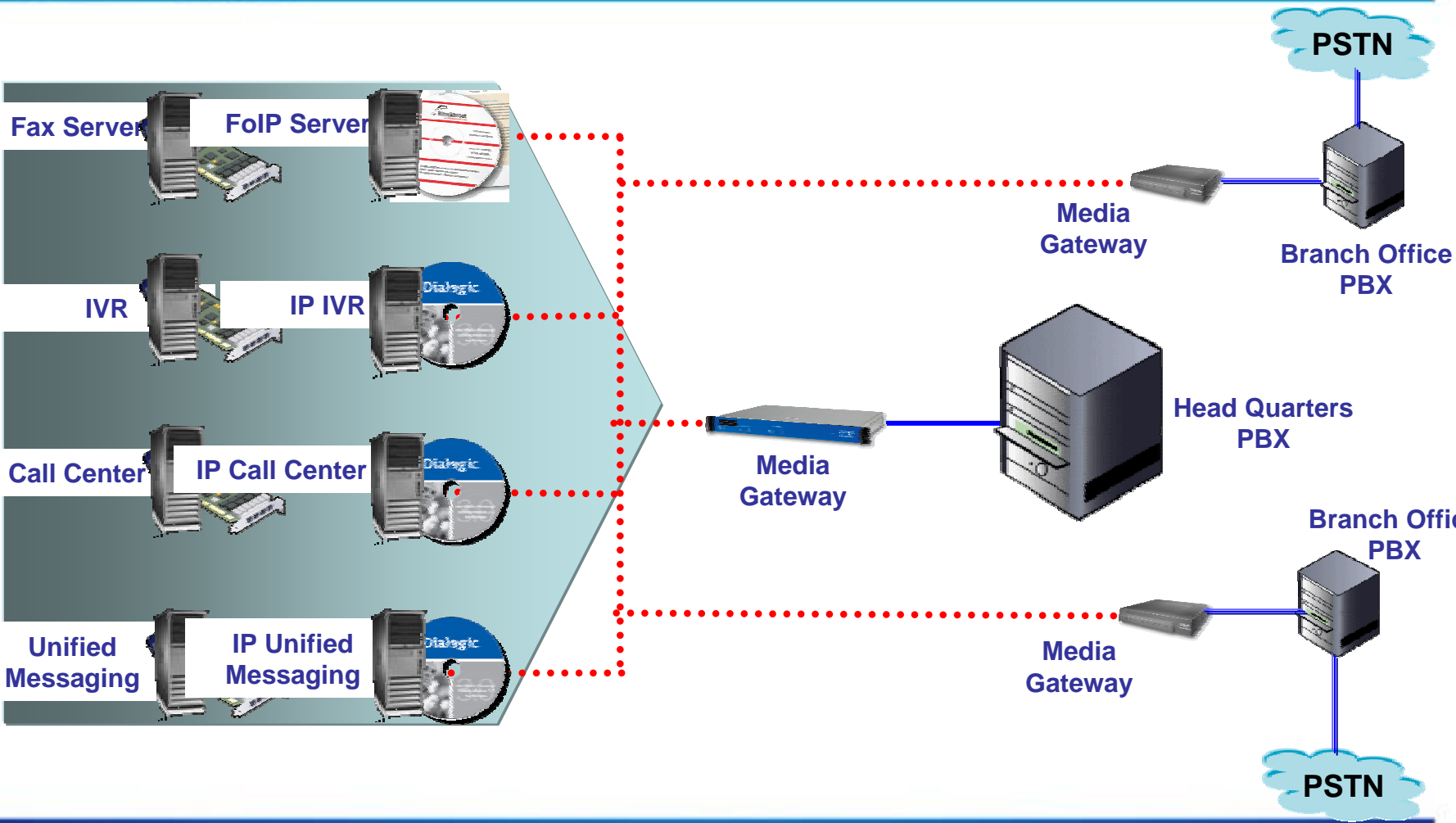


■ 好处

- 降低网点之间的通讯费用 vs PSTN
- 多点联络中心可整合成为一个虚拟的大平台
- SIP Trunking Services Advertise
 - 保证“本地号号码, 远程位置”
 - 快速部署 (expand / contract services)



向 VoIP / FoIP 应用的迁移



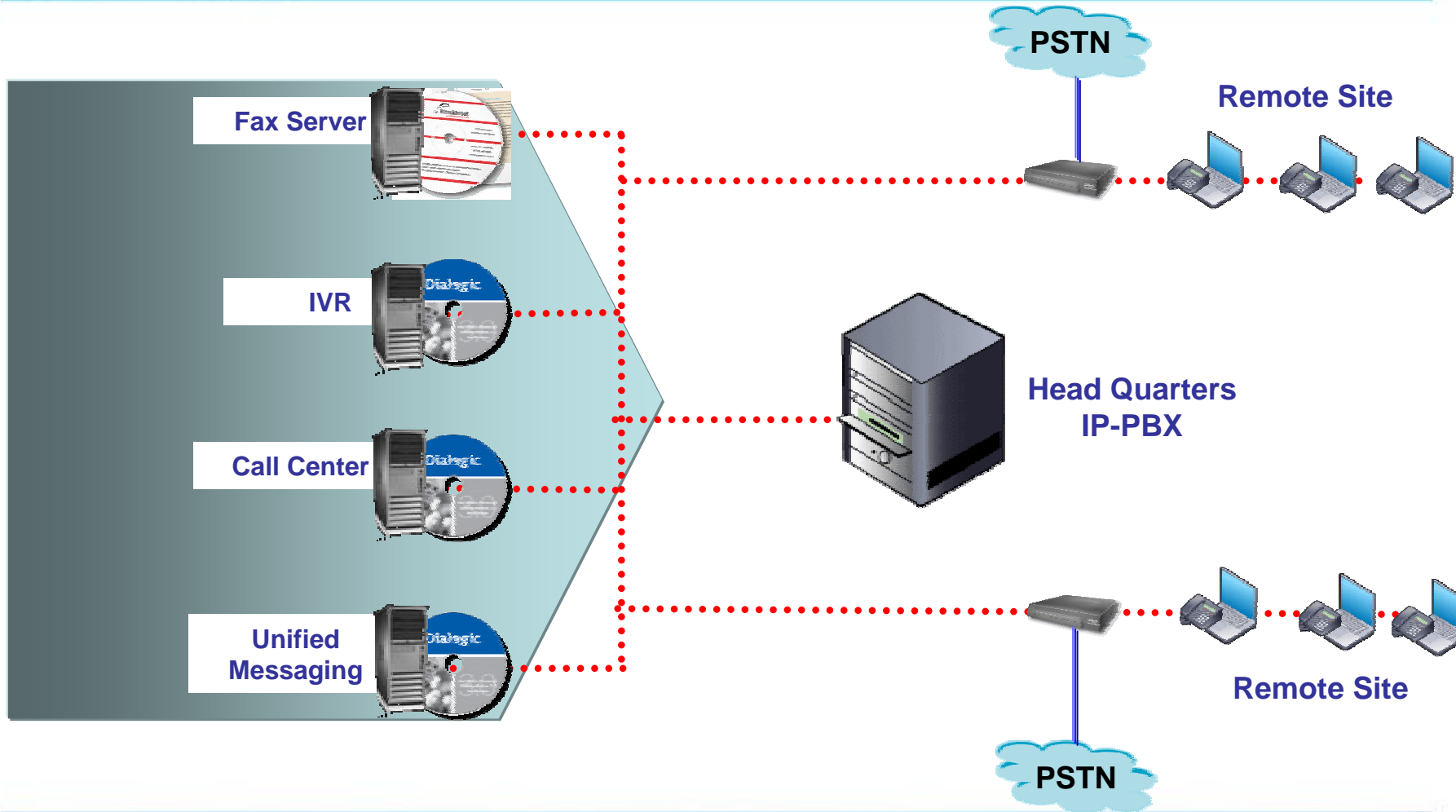


■ 好处

- 基于软件的 IP 媒体服务和 SIP 信令:
 - 增加灵活性并降低费用。
- 不同节点间可共享虚拟资源
- 混合架构支持从TDM 到 IP的转变
- 媒体网关使部署更为容易
- IP-PBX 可以支持SIP的直连
- 使多种联络方式的整合更为便捷。
 - 语音, e-mail, chat, 文字 and web

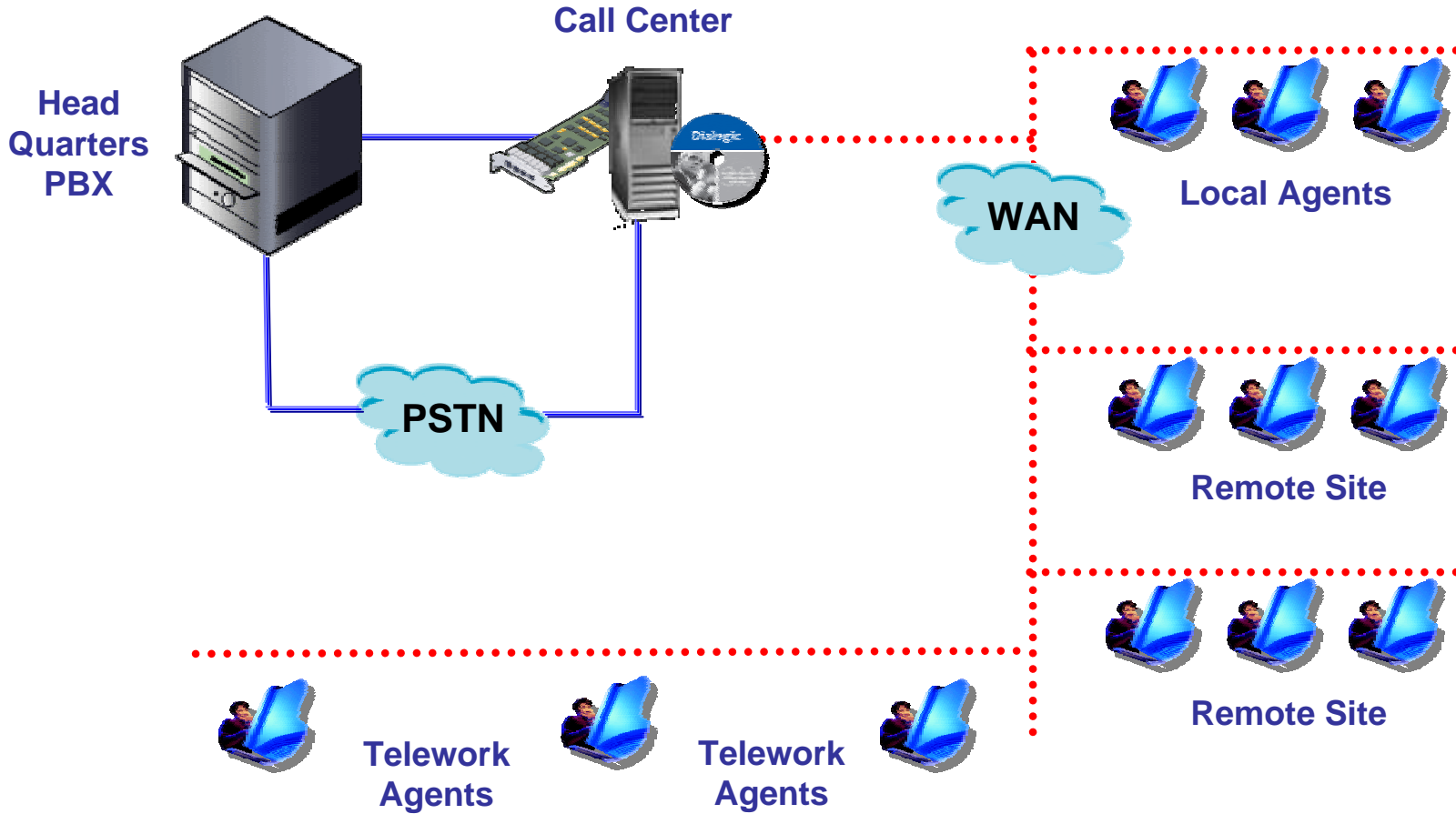


向 VoIP / FoIP 应用的迁移





向IP座席的迁移





■ 好处

- 灵活性，部署伸缩方便
- 一线到桌面
- 终端灵活
 - 基于PC的软电话/ USB 耳迈
 - 标准的SIP Phone
- 可以从公司WAN网的任何点登录
- 驱动虚拟联络中心模式
- 远程座席员





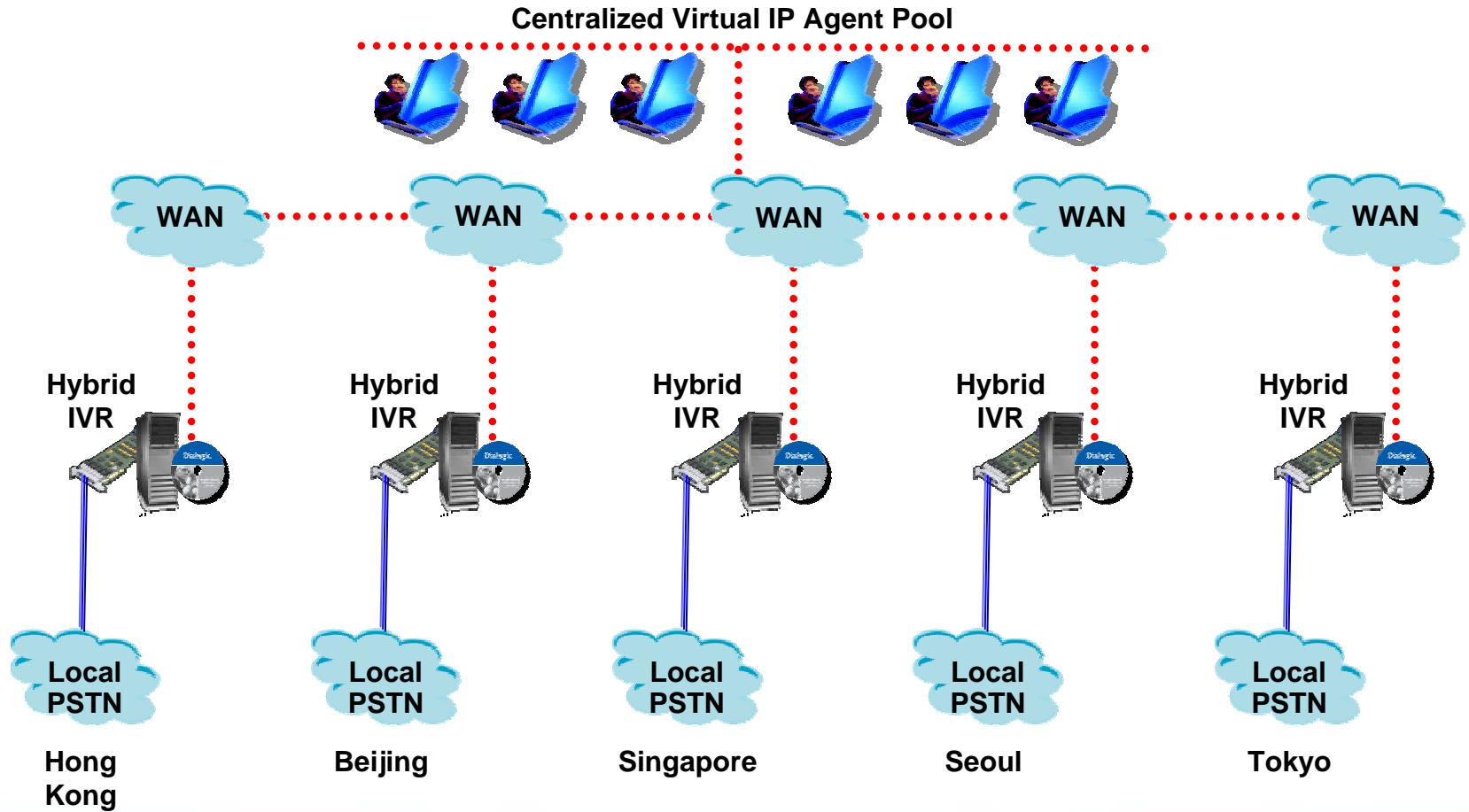
- Top Reasons for Growth:
 - 增强座席员的工作满意度和降低人员流失
 - 增强业务流程持续性和容灾回复能力
 - 降低运营成本
 - 座席人员扩充方便
 - 远程工作可以变为对优秀座席员的一种特殊待遇。
 - Agents work harder to keep it!



Source: 2006 ICMI Contact Center Telework Report:

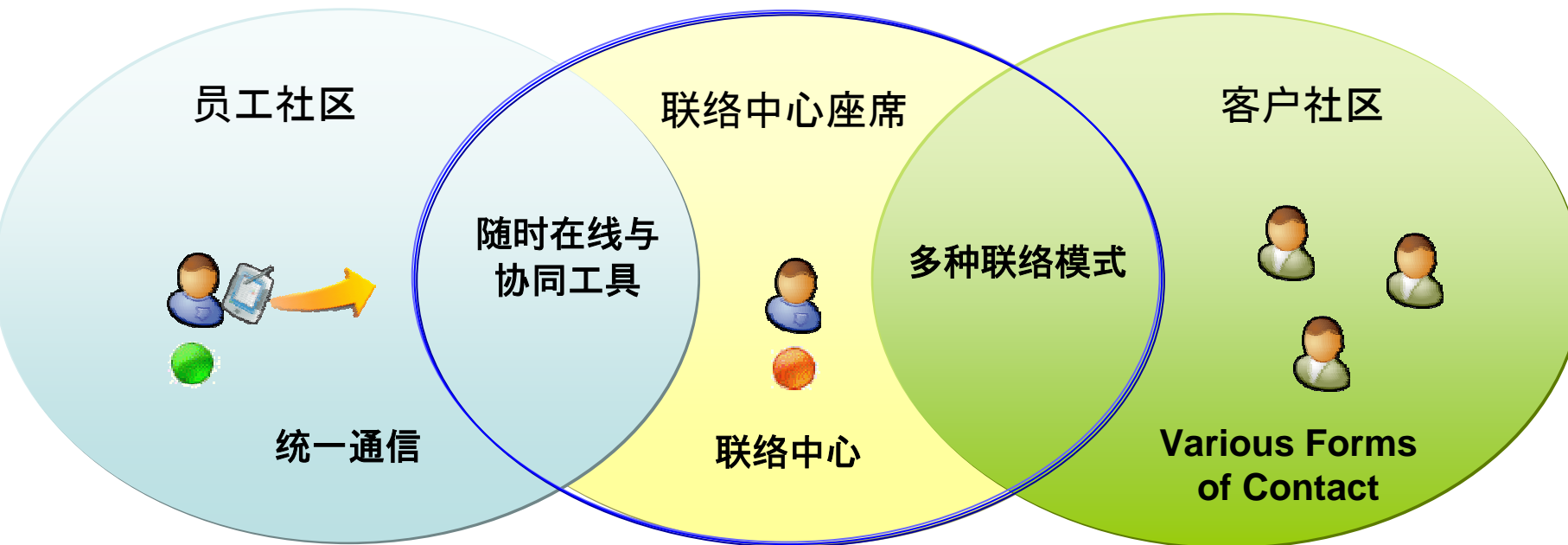


从IVR 到虚拟 IP 座席”池“





统一通信, SIP, 随时在线





- Interactive Voice & Video Response (IVVR)
- 在线演示
- 协同
- 视频会议
- Catalog & Purchase (Video Portal)

- Enhanced Management of Virtual Agent
- Training & Support (download / upload)
- 视频监控
- Marketing
- Logging





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the one event 2008

Build on Dialogic, 新一代联络中心和统一通信平台的构建模块

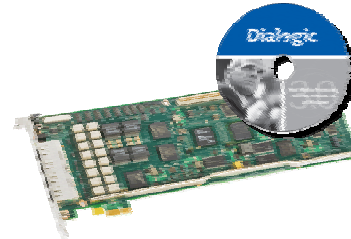
- Dialogic® 媒体网关
DMG, IMG



- Dialogic® Host Media Processing 软件



- Dialogic® HMP 接口板



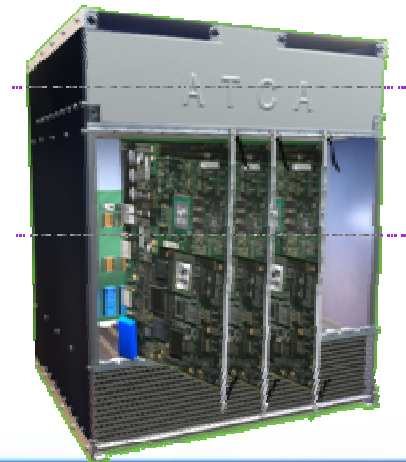
- Dialogic® Brooktrout® SR140 FoIP 软件





Build on Dialogic, 新一代联络中心和统一通信平台的构建模块

- 使用大型TDM/IP 联络中心的 Dialogic® CSP2090, CSP2040 平台
16E1 ~ 64E1 x7
- 面向为未来视频/语音, 下一代网络联络中心的 Dialogic® MMP /MMK 平台





- 机会
 - TDM 到 IP 转变
 - 联络中心虚拟化
 - 统一通信
 - 视频在联络中心中的应用

Thank You!

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