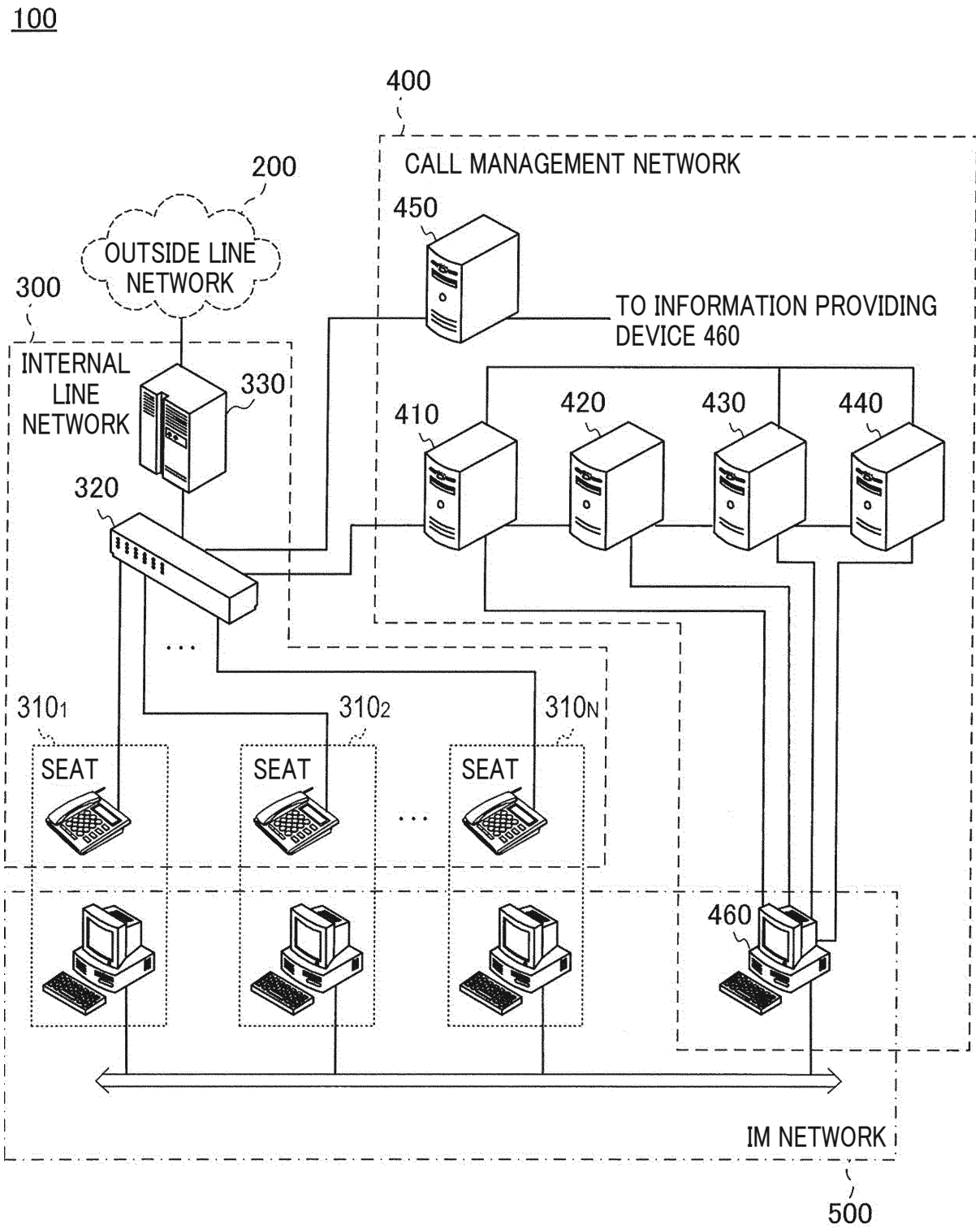

100
400
CALL MANAGEMENT NETWORK
200
OUTSIDE LINE NETWORK
450
300
TO INFORMATION PROVIDING DEVICE 460
INTERNAL LINE NETWORK
330
410
420
430
440
320
...
310₁
310₂
310N
SEAT
SEAT
SEAT
...
460
IM NETWORK
500

FIG. 1

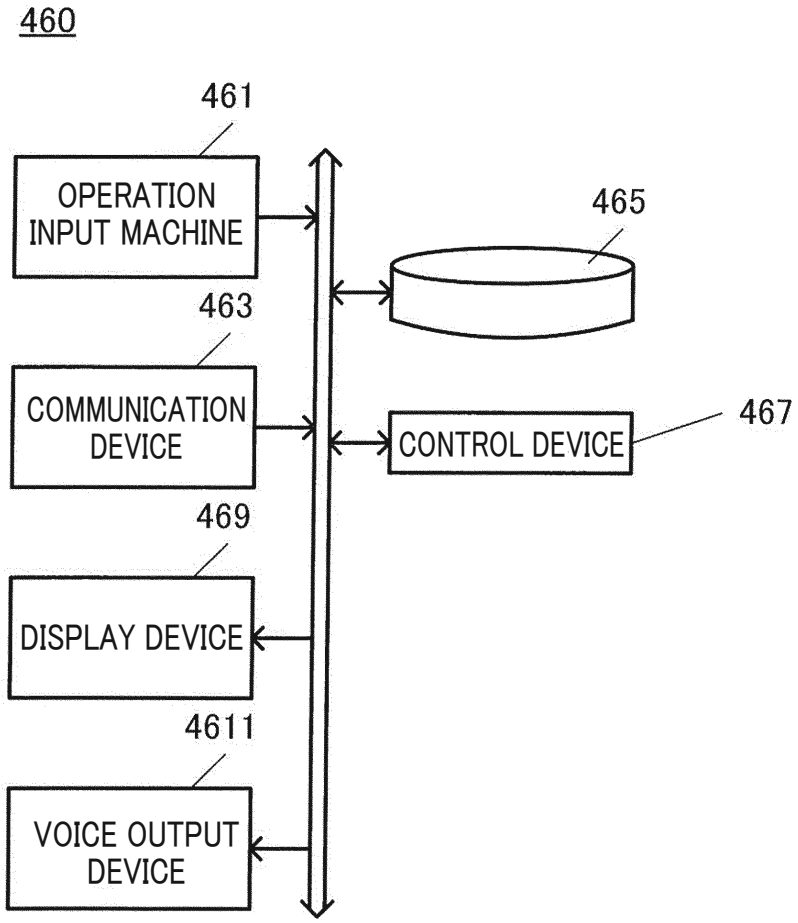

460
461
OPERATION INPUT MACHINE
465
463
COMMUNICATION DEVICE
CONTROL DEVICE
467
469
DISPLAY DEVICE
4611
VOICE OUTPUT DEVICE

FIG. 2

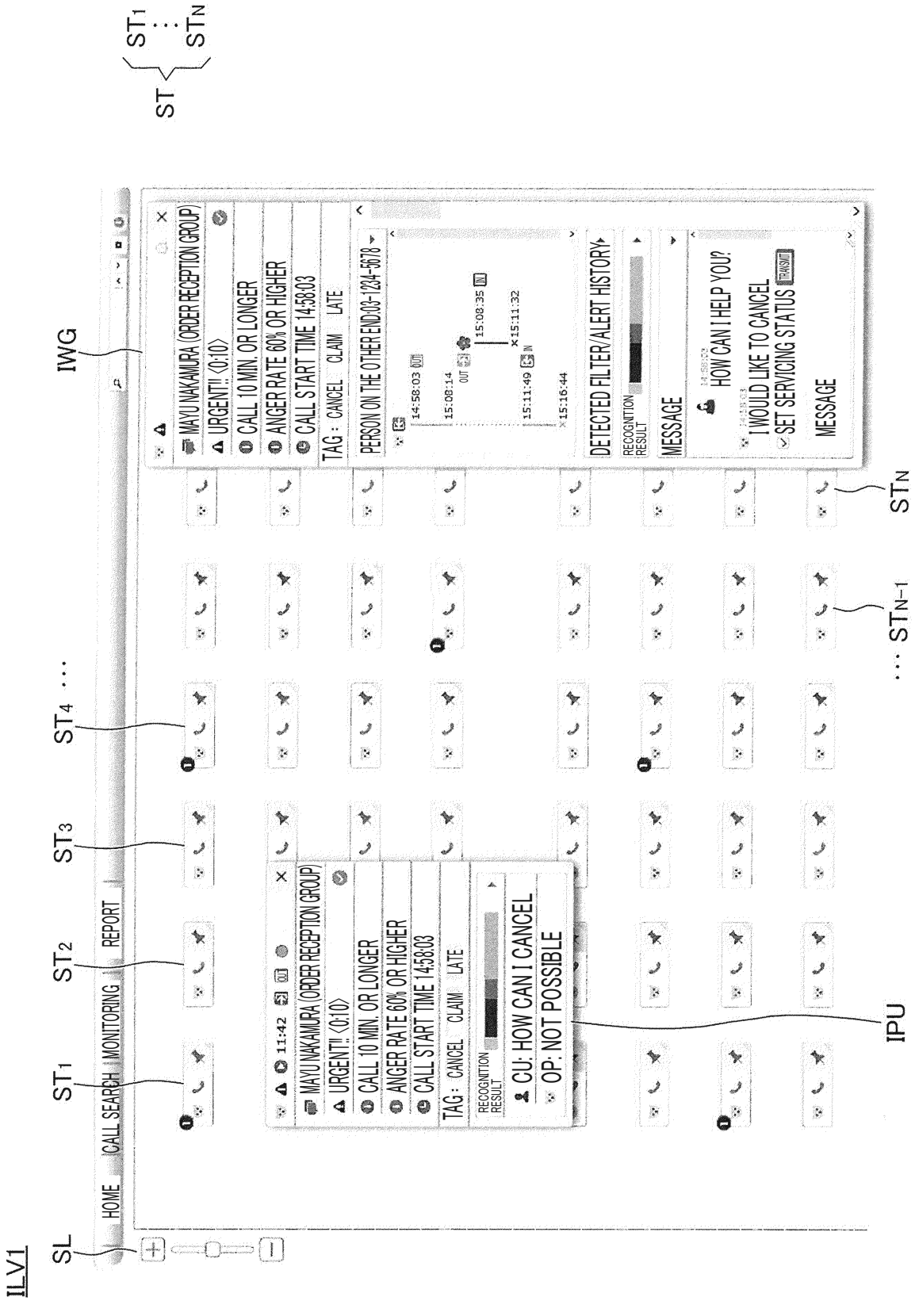

ILV1
SL
HOME
CALL SEARCH
MONITORING
REPORT
IWG
ST1
ST2
ST3
ST4 ···
ST
ST1
STN
MAYU NAKAMURA (ORDER RECEPTION GROUP)
URGENT!! 〈0:10〉
CALL 10 MIN. OR LONGER
ANGER RATE 60% OR HIGHER
CALL START TIME 14:58:03
TAG : CANCEL CLAIM LATE
RECOGNITION RESULT
CU: HOW CAN I CANCEL
OP: NOT POSSIBLE
IPU
PERSON ON THE OTHER END:03-1234-5678
14:58:03 OUT
15:08:14 OUT
15:08:35 IN
15:11:49 IN
15:11:32
15:16:44
DETECTED FILTER/ALERT HISTORY
RECOGNITION RESULT
MESSAGE
HOW CAN I HELP YOU?
I WOULD LIKE TO CANCEL
SET SERVICING STATUS TRANSMIT
MESSAGE
··· STN-1
STN

FIG. 3A

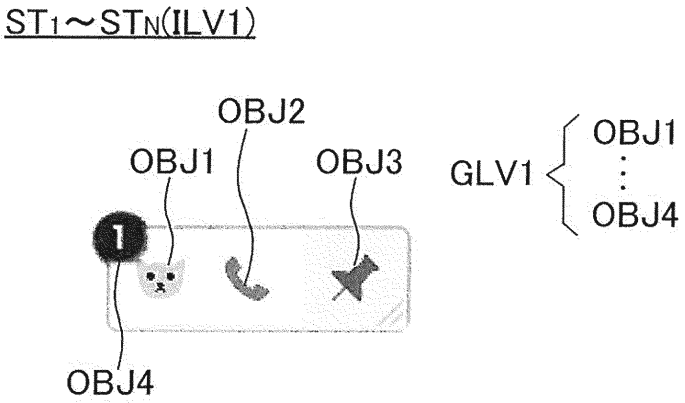

ST1～STN(ILV1)
OBJ2
OBJ1
OBJ3
GLV1
OBJ1
OBJ4
OBJ4

FIG. 3B

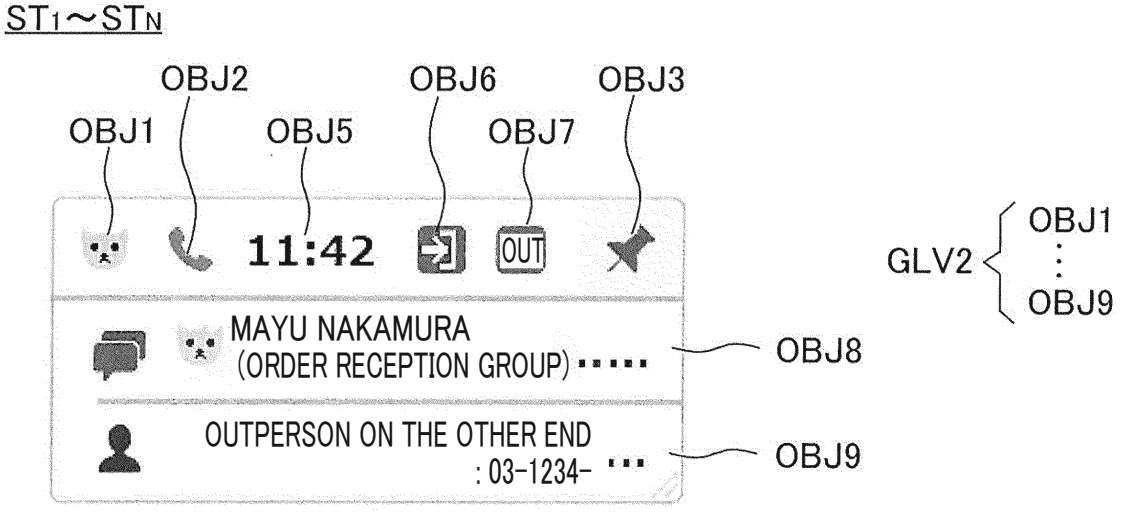

ST1～STN
OBJ2
OBJ6
OBJ3
OBJ1
OBJ5
OBJ7
11:42
OUT
GLV2
OBJ1
OBJ9
MAYU NAKAMURA
(ORDER RECEPTION GROUP)
OBJ8
OUTPERSON ON THE OTHER END
: 03-1234-
OBJ9

FIG. 3C

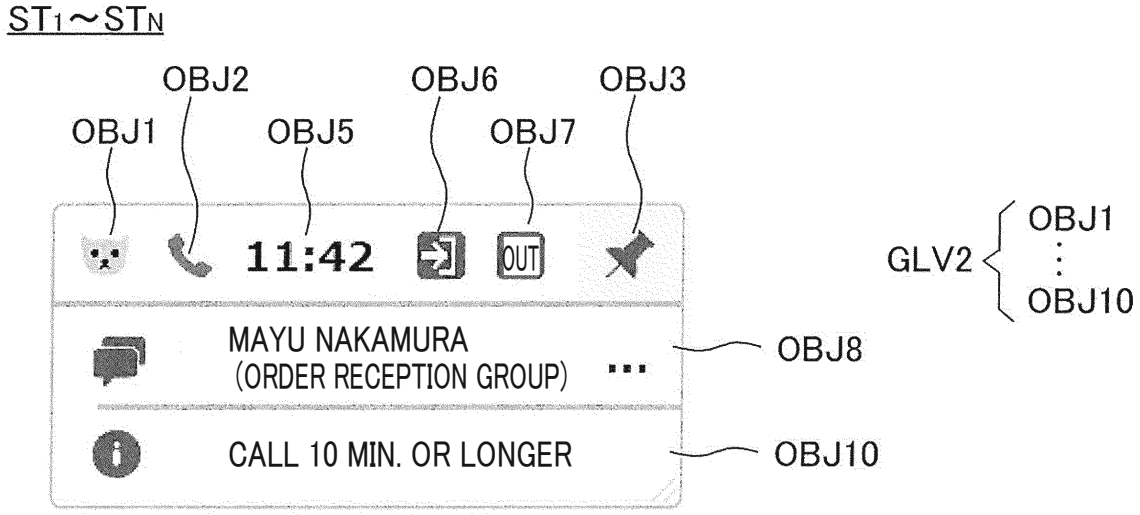

ST1～STN
OBJ2
OBJ6
OBJ3
OBJ1
OBJ5
OBJ7
11:42
OUT
GLV2
OBJ1
OBJ10
MAYU NAKAMURA
(ORDER RECEPTION GROUP)
OBJ8
CALL 10 MIN. OR LONGER
OBJ10

FIG. 3D

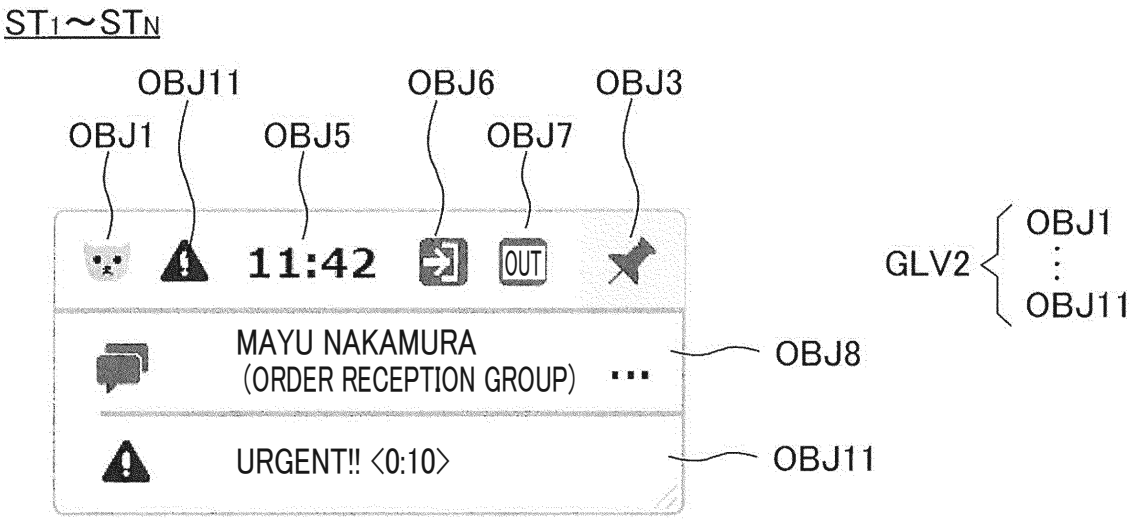

ST1～STN
OBJ11
OBJ6
OBJ3
OBJ1
OBJ5
OBJ7
11:42
OUT
GLV2
OBJ1
OBJ11
MAYU NAKAMURA
(ORDER RECEPTION GROUP)
OBJ8
URGENT!! <0:10>
OBJ11

FIG. 3E

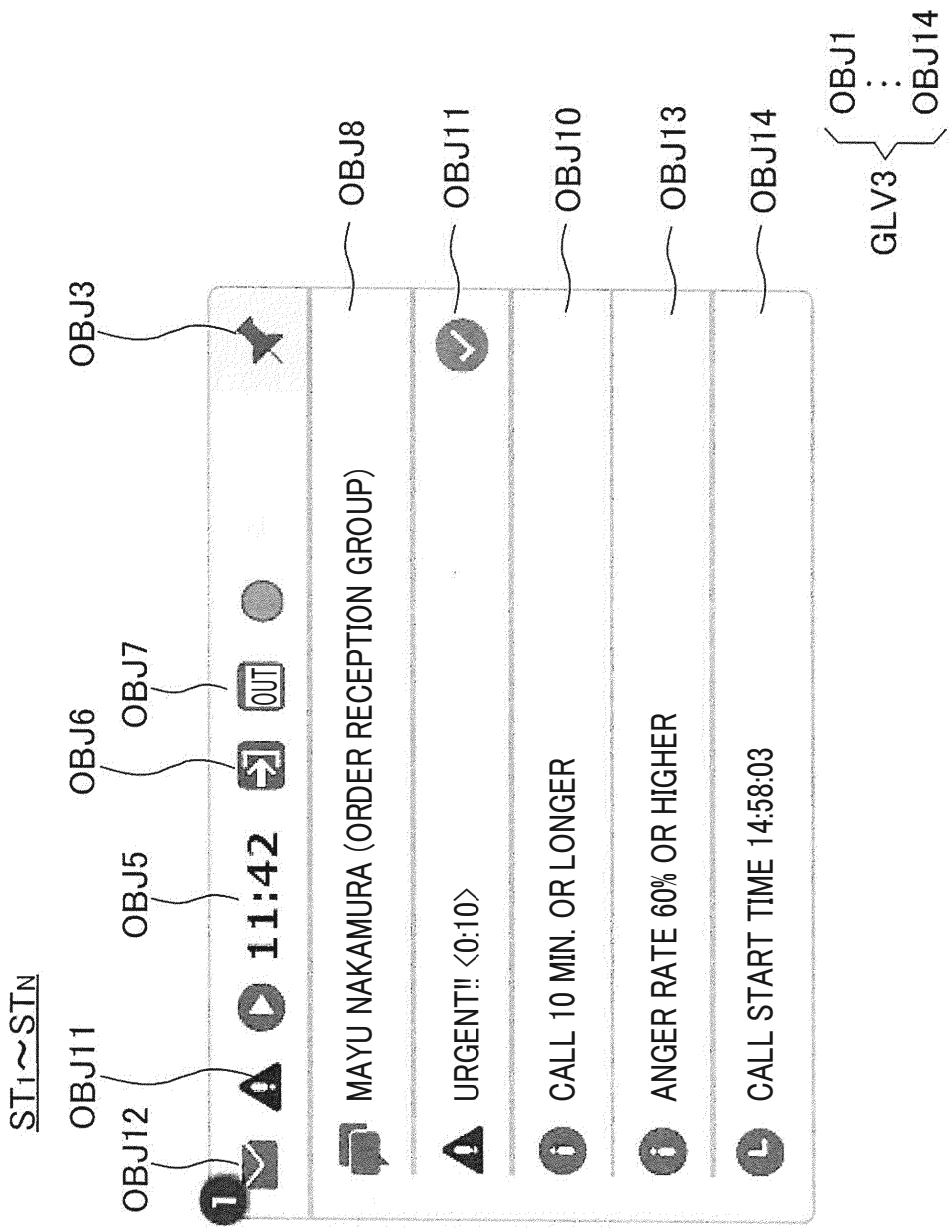

ST1~STN
OBJ11
OBJ12
OBJ5
OBJ6
OBJ7
OBJ3
11:42
OUT
MAYU NAKAMURA (ORDER RECEPTION GROUP)
URGENT!! <0:10>
CALL 10 MIN. OR LONGER
ANGER RATE 60% OR HIGHER
CALL START TIME 14:58:03
OBJ8
OBJ11
OBJ10
OBJ13
OBJ14
GLV3
OBJ1
OBJ14

FIG. 3F

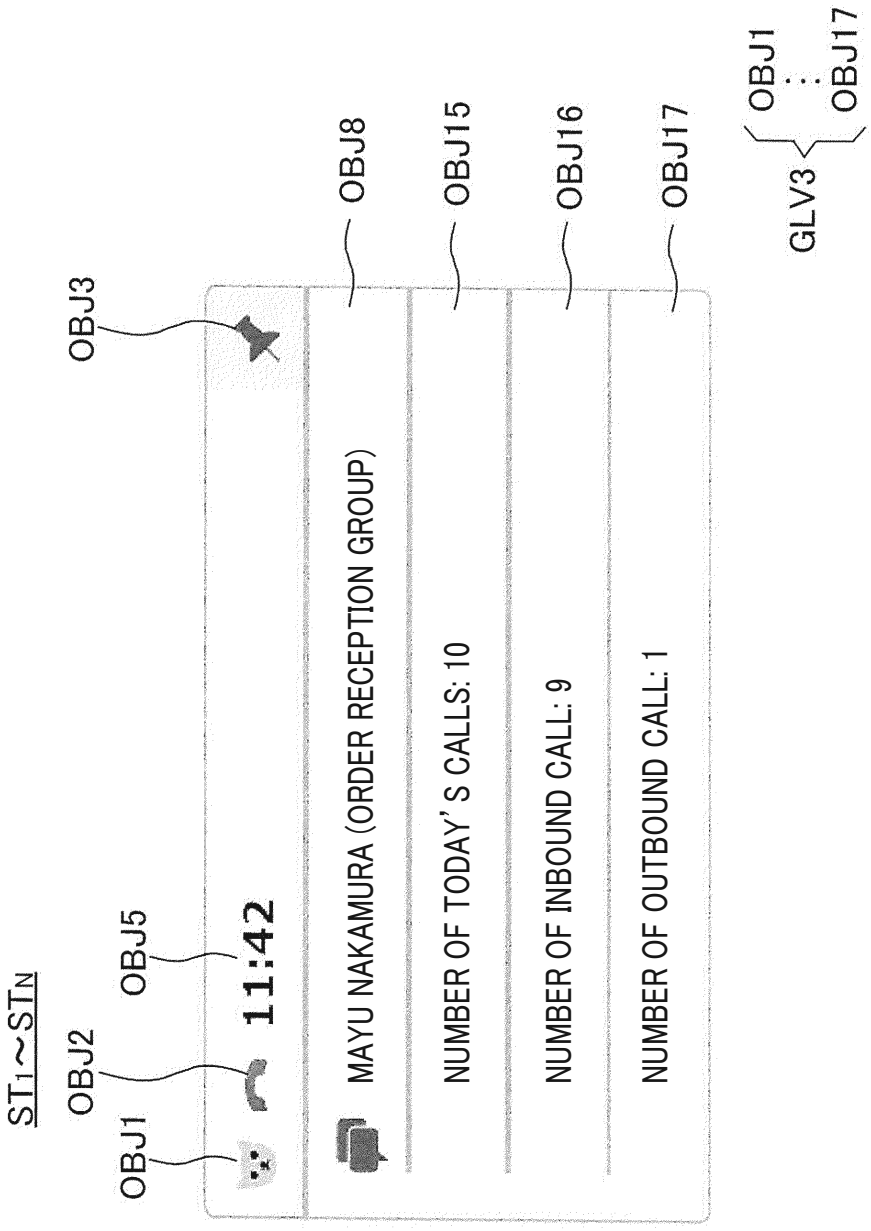

ST1~STN
OBJ1
OBJ2
OBJ5
11:42
OBJ3
MAYU NAKAMURA (ORDER RECEPTION GROUP)
NUMBER OF TODAY'S CALLS: 10
NUMBER OF INBOUND CALL: 9
NUMBER OF OUTBOUND CALL: 1
OBJ8
OBJ15
OBJ16
OBJ17
GLV3
OBJ1
OBJ17

FIG. 3G

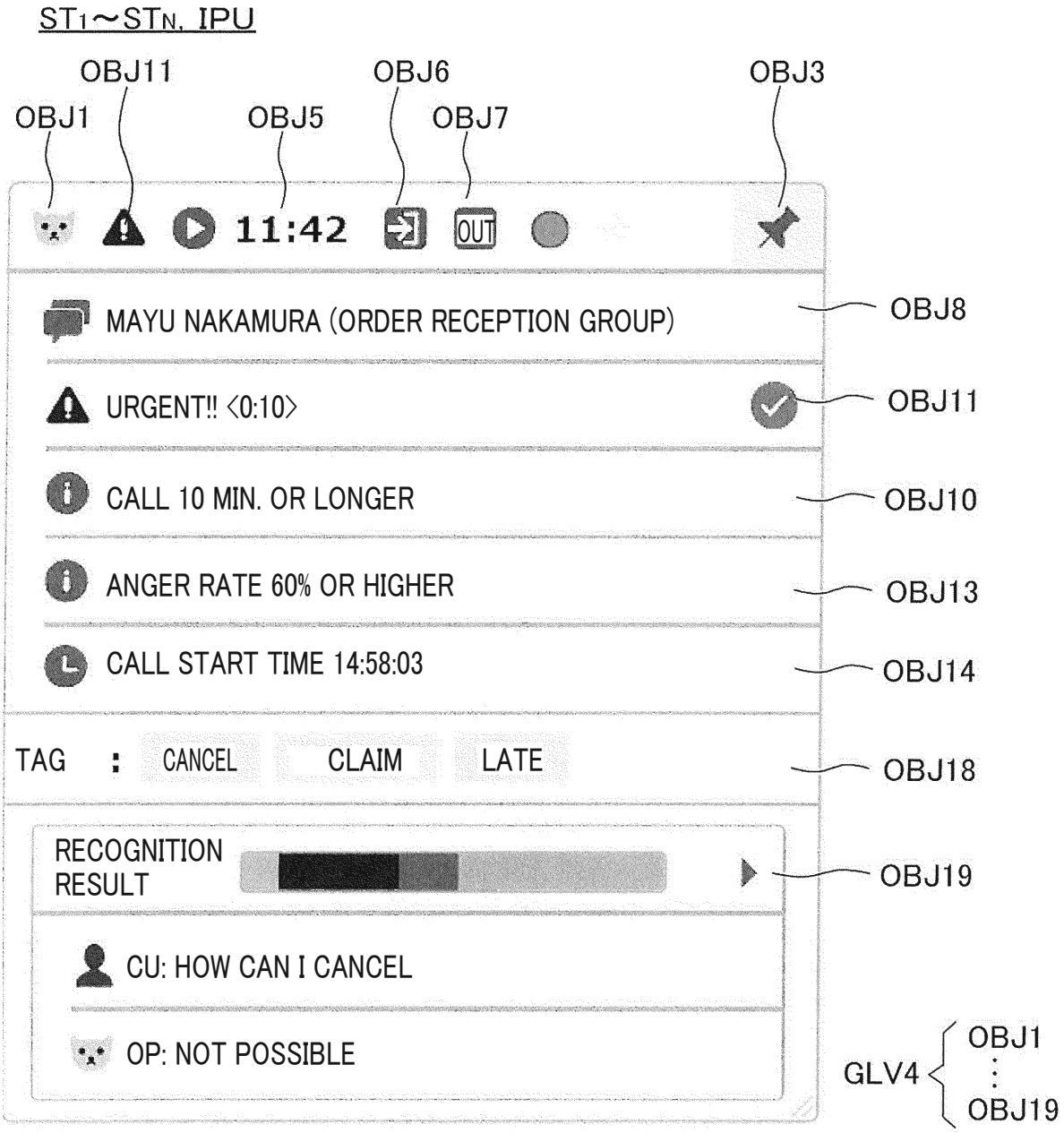

ST1～STN, IPU
OBJ11
OBJ6
OBJ3
OBJ1
OBJ5
OBJ7
11:42
OUT
MAYU NAKAMURA (ORDER RECEPTION GROUP)
OBJ8
URGENT!! <0:10>
OBJ11
CALL 10 MIN. OR LONGER
OBJ10
ANGER RATE 60% OR HIGHER
OBJ13
CALL START TIME 14:58:03
OBJ14
TAG : CANCEL CLAIM LATE
OBJ18
RECOGNITION RESULT
OBJ19
CU: HOW CAN I CANCEL
OP: NOT POSSIBLE
GLV4
OBJ1
OBJ19

FIG. 3H

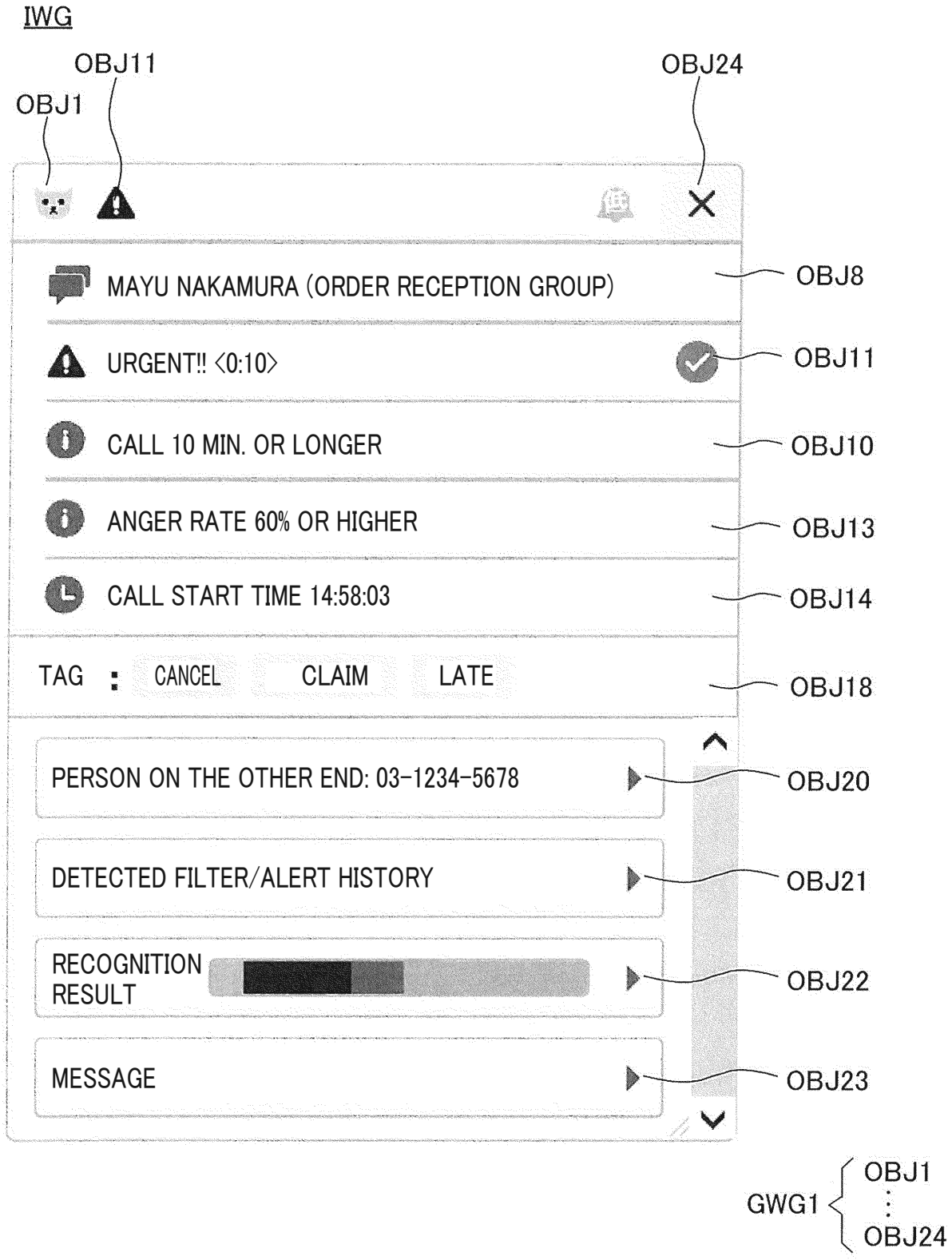

IWG
OBJ11
OBJ24
OBJ1
MAYU NAKAMURA (ORDER RECEPTION GROUP)
OBJ8
URGENT!! <0:10>
OBJ11
CALL 10 MIN. OR LONGER
OBJ10
ANGER RATE 60% OR HIGHER
OBJ13
CALL START TIME 14:58:03
OBJ14
TAG : CANCEL CLAIM LATE
OBJ18
PERSON ON THE OTHER END: 03-1234-5678
OBJ20
DETECTED FILTER/ALERT HISTORY
OBJ21
RECOGNITION RESULT
OBJ22
MESSAGE
OBJ23
GWG1
OBJ1
OBJ24

FIG. 3I

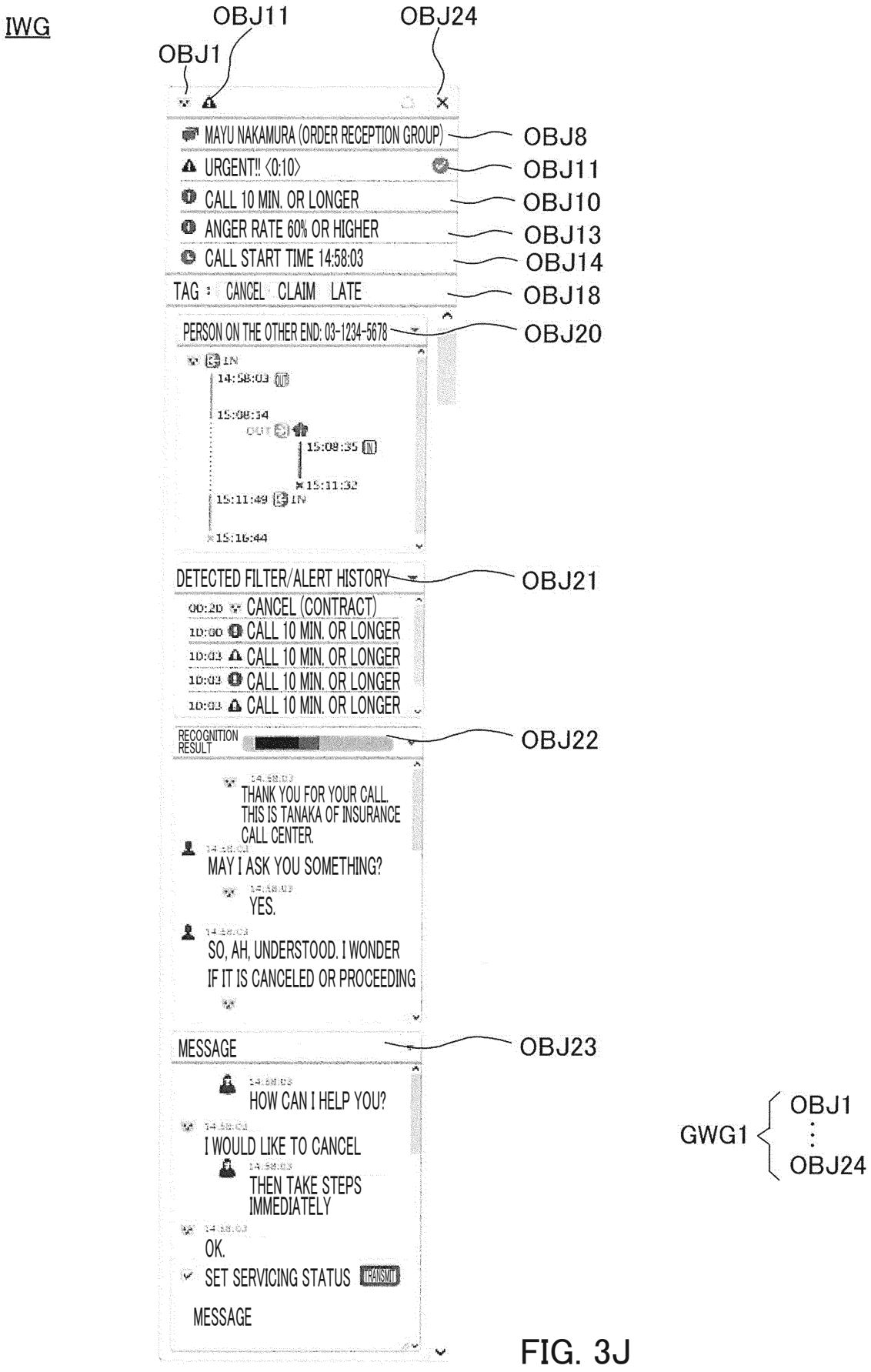

IWG
OBJ1
OBJ11
OBJ24
MAYU NAKAMURA (ORDER RECEPTION GROUP)
OBJ8
URGENT!! 〈0:10〉
OBJ11
CALL 10 MIN. OR LONGER
OBJ10
ANGER RATE 60% OR HIGHER
OBJ13
CALL START TIME 14:58:03
OBJ14
TAG : CANCEL CLAIM LATE
OBJ18
PERSON ON THE OTHER END: 03-1234-5678
OBJ20
IN
14:58:03 OUT
15:08:34
OUT
15:09:35 IN
15:11:32
15:11:49 IN
15:16:44
DETECTED FILTER/ALERT HISTORY
OBJ21
00:20 CANCEL (CONTRACT)
10:00 CALL 10 MIN. OR LONGER
10:03 CALL 10 MIN. OR LONGER
10:03 CALL 10 MIN. OR LONGER
10:03 CALL 10 MIN. OR LONGER
RECOGNITION RESULT
OBJ22
THANK YOU FOR YOUR CALL. THIS IS TANAKA OF INSURANCE CALL CENTER.
MAY I ASK YOU SOMETHING?
YES.
SO, AH, UNDERSTOOD. I WONDER IF IT IS CANCELED OR PROCEEDING
MESSAGE
OBJ23
HOW CAN I HELP YOU?
I WOULD LIKE TO CANCEL
THEN TAKE STEPS IMMEDIATELY
OK.
SET SERVICING STATUS
TRANSMIT
MESSAGE
GWG1
OBJ1
OBJ24

FIG. 3J

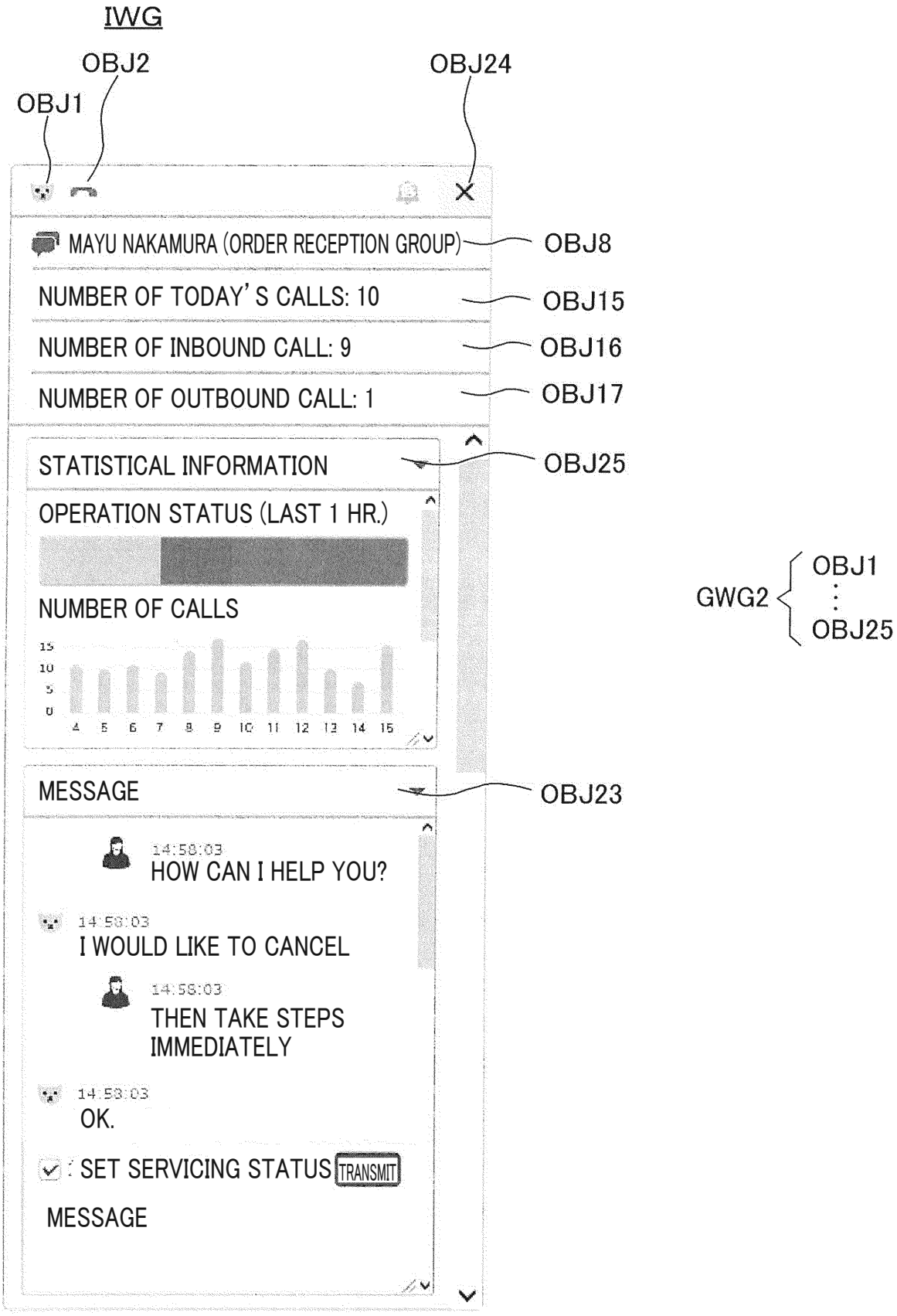

IWG
OBJ2
OBJ24
OBJ1
MAYU NAKAMURA (ORDER RECEPTION GROUP)
OBJ8
NUMBER OF TODAY'S CALLS: 10
OBJ15
NUMBER OF INBOUND CALL: 9
OBJ16
NUMBER OF OUTBOUND CALL: 1
OBJ17
STATISTICAL INFORMATION
OBJ25
OPERATION STATUS (LAST 1 HR.)
NUMBER OF CALLS
15
10
5
0
4 5 6 7 8 9 10 11 12 13 14 15
MESSAGE
OBJ23
14:58:03
HOW CAN I HELP YOU?
14:58:03
I WOULD LIKE TO CANCEL
14:58:03
THEN TAKE STEPS IMMEDIATELY
14:58:03
OK.
SET SERVICING STATUS
TRANSMIT
MESSAGE
GWG2
OBJ1
OBJ25

FIG. 3K

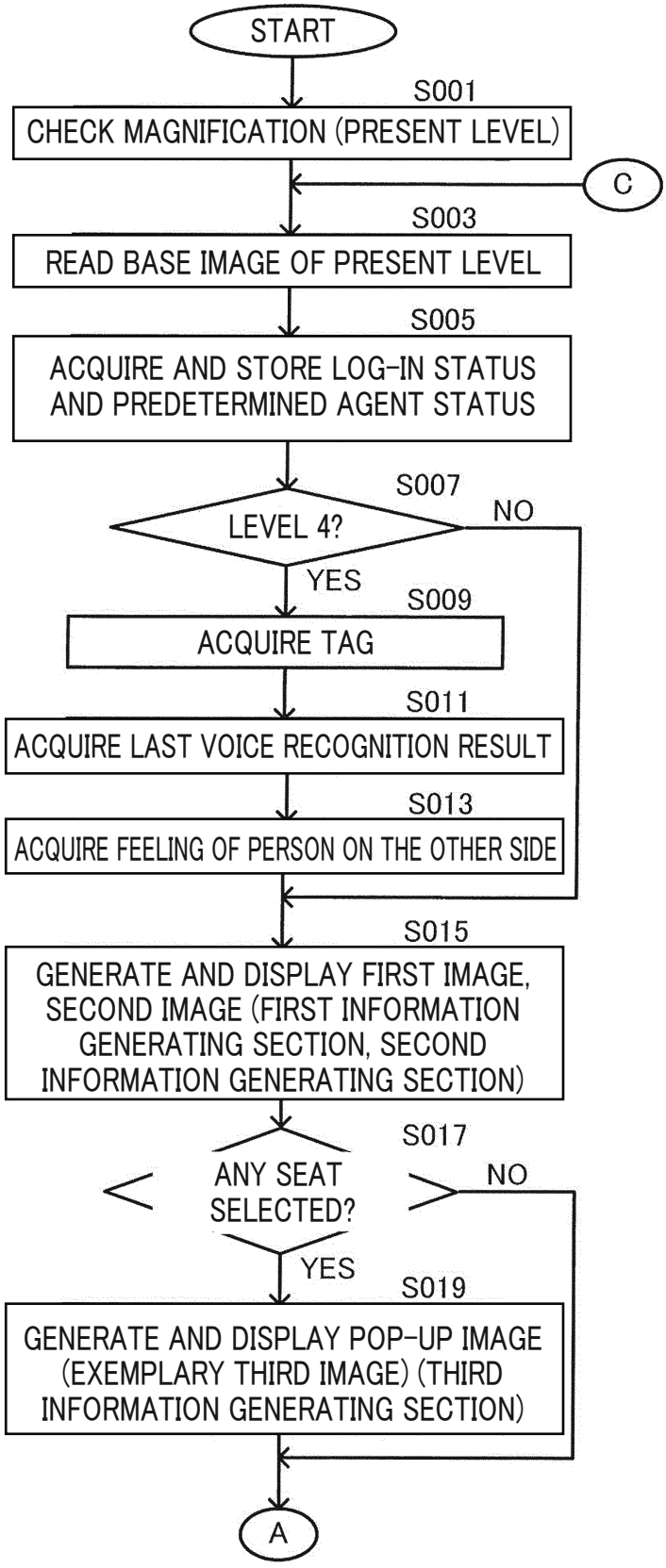

START
S001
CHECK MAGNIFICATION (PRESENT LEVEL)
C
S003
READ BASE IMAGE OF PRESENT LEVEL
S005
ACQUIRE AND STORE LOG-IN STATUS AND PREDETERMINED AGENT STATUS
S007
LEVEL 4?
NO
YES
S009
ACQUIRE TAG
S011
ACQUIRE LAST VOICE RECOGNITION RESULT
S013
ACQUIRE FEELING OF PERSON ON THE OTHER SIDE
S015
GENERATE AND DISPLAY FIRST IMAGE, SECOND IMAGE (FIRST INFORMATION GENERATING SECTION, SECOND INFORMATION GENERATING SECTION)
S017
ANY SEAT SELECTED?
NO
YES
S019
GENERATE AND DISPLAY POP-UP IMAGE (EXEMPLARY THIRD IMAGE) (THIRD INFORMATION GENERATING SECTION)
A

FIG. 4A

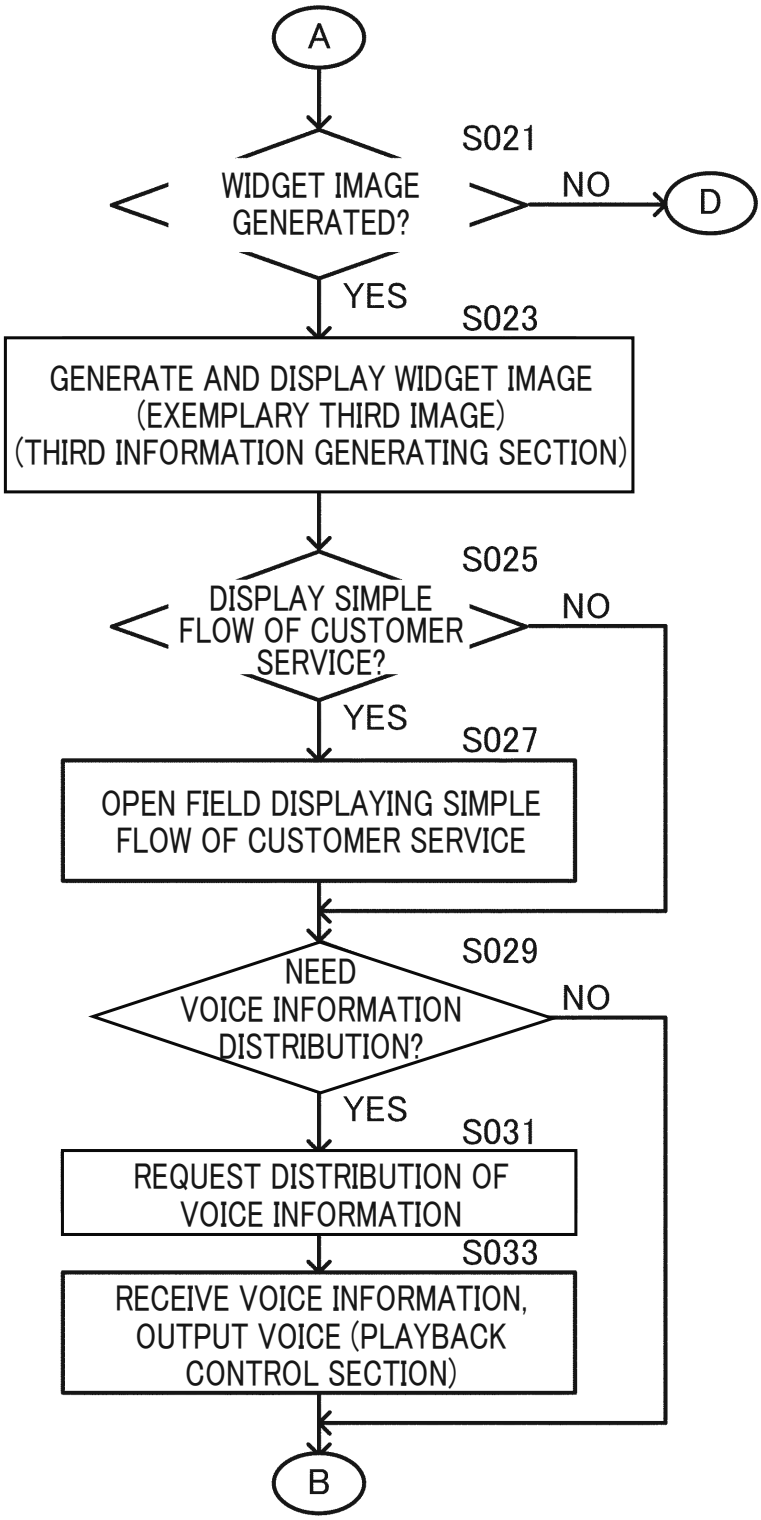

A
S021
WIDGET IMAGE GENERATED?
NO
D
YES
S023
GENERATE AND DISPLAY WIDGET IMAGE (EXEMPLARY THIRD IMAGE) (THIRD INFORMATION GENERATING SECTION)
S025
DISPLAY SIMPLE FLOW OF CUSTOMER SERVICE?
NO
YES
S027
OPEN FIELD DISPLAYING SIMPLE FLOW OF CUSTOMER SERVICE
S029
NEED VOICE INFORMATION DISTRIBUTION?
NO
YES
S031
REQUEST DISTRIBUTION OF VOICE INFORMATION
S033
RECEIVE VOICE INFORMATION, OUTPUT VOICE (PLAYBACK CONTROL SECTION)
B

FIG. 4B

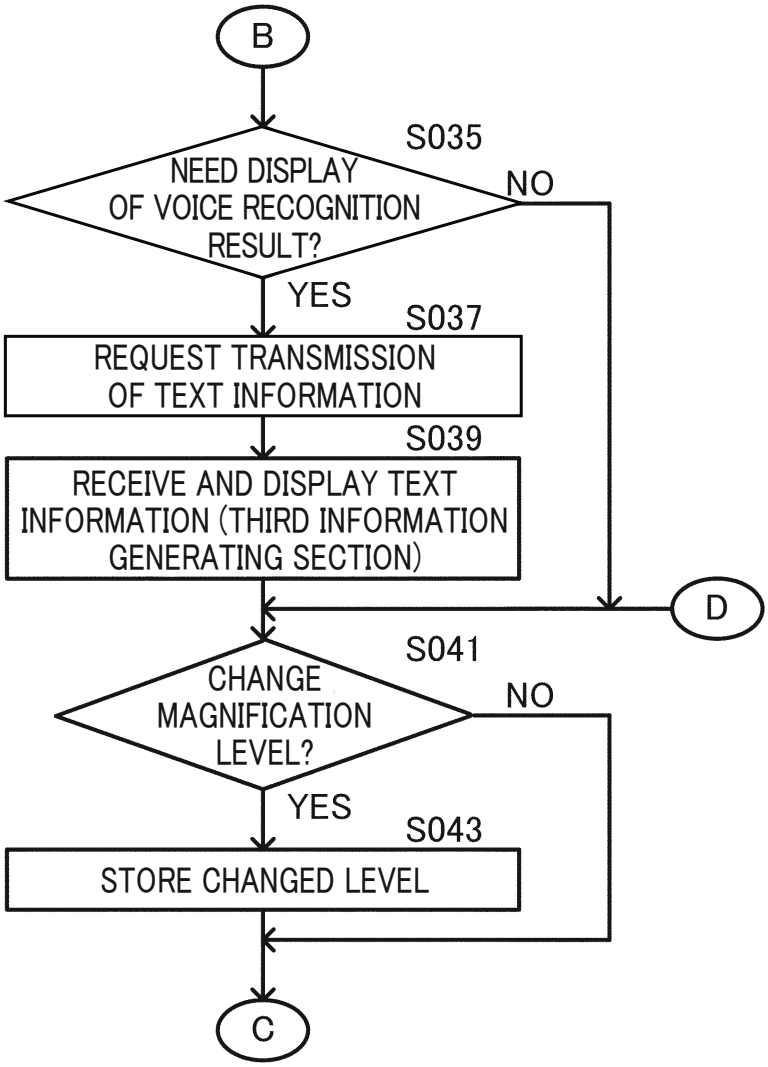

B
S035
NEED DISPLAY OF VOICE RECOGNITION RESULT?
NO
YES
S037
REQUEST TRANSMISSION OF TEXT INFORMATION
S039
RECEIVE AND DISPLAY TEXT INFORMATION (THIRD INFORMATION GENERATING SECTION)
D
S041
CHANGE MAGNIFICATION LEVEL?
NO
YES
S043
STORE CHANGED LEVEL
C

FIG. 4C