Unified Communications Products
Overview

Huawei focuses on various enterprise requirements and provides a complete unified communications and collaboration solution that is IP multimedia subsystem (IMS)-ready and incorporates unified communications (UC), IP telephony (IPT), Contact center, integrated conference, and enterprise information security. The UC product and application solutions meet every enterprises’ voice communication and collaboration requirements while enhancing the firm’s value and its development.

Products

Solutions
eSpace UC Solution

Huawei eSpace UC solution integrates voice, data, video, and service streaming technologies, and can be widely used in applications ranging from home offices to large-sized enterprises. The eSpace UC terminals are securely available anytime and anywhere for enterprise employees to use voice over IP (VoIP), collaborative conferencing, remote training, and office applications.

UC products

- **Home office**
  - EGW1520 (20 users)
  - EGW1530 (36 users)
- **Mini enterprise**
  - U1910 (100 users)
  - U1930 (300 users)
  - U1960 (1000 users)
- **Small and medium enterprise**
  - U1980 (3000 users)
- **Large enterprise**
  - U2980 (all in one) (3000 users)
- **Super enterprise**
  - U2980 (10000 users)

- **UC 300** (300 users)
- **UC 1000** (1000 users)
- **UC 3000** (3000 users)
- **UC 10000** (More than 3000 users)

- **IP PBX**
  - EGW1500 (20 users)
  - EGW1510 (20 users)
  - EGW1520 (36 users)
- **Access gateway**
  - IAD1024H (4 analog users)
  - IAD2080E(M) (8 analog users)
  - IAD3260E(T) (8-32 analog users)
- **IAD1224** (224 analog users)

- **IP phones**
  - eSpace 6805
  - eSpace 6810
  - eSpace 6830
  - eSpace 6850
  - eSpace 6870
- **7800 series**
  - eSpace 7810
  - eSpace 7820
  - eSpace 7830
  - eSpace 7850
  - eSpace 7870
- **8800 series**
  - eSpace 8850

- **PC client**
  - eSpace PC client
- **Mobile client**
  - eSpace mobile client
- **Console**
  - SoftConsole
- **Peripheral**
  - Headset
  - Camera
  - Meeting Terminal

- **Mobility**
  - Consistent experience: User can have a seamless “in-office” experience anywhere using multiple terminals such as PCs, mobile phones, tablets & IP Phones
  - Mobile conferencing One-click: Voice, Video, Data. Anytime, Anywhere!
  - Easy to search: Users can dynamically search for enterprise users in the corporate directory and save their contact information locally.

- **Video Integration**
  - Fully integrates with the Telepresence system
  - The video transcoding technology (SVC, scalable video coding) helps to adapt Telepresence terminals, PCs, mobile phones, tablets, and IP phones automatically.
  - Compatible with third-party video conferencing systems.

- **Cloud Collaboration**
  - Unified platform based on web 2.0.
  - Information sharing and intelligent search based on SNS.
  - Integrating with emails, workflows, and geographic information system (GIS).
Huawei eSpace IPT solution integrates voice, video, fax, and unified messaging services. Voice terminals can access in security anytime and anywhere for enterprise VoIP, remote communications, remote office, centralized office, and campus hosting scenarios.

**eSpace IPT Solution**

**IPT products**

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<tr>
<th>IP PBX</th>
<th>Home office</th>
<th>Mini enterprise</th>
<th>Small and medium enterprise</th>
<th>Large enterprise</th>
<th>Super enterprise</th>
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<td>EGW1520</td>
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<td>U1910</td>
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<td>(20 users)</td>
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<td>(300 users)</td>
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<th>IAD</th>
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<td>EGW1520</td>
<td>IAD104H</td>
<td>IAD1224</td>
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<tr>
<td>(20 users)</td>
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<thead>
<tr>
<th>IP Phone</th>
<th>6800 series</th>
<th>7800 series</th>
<th>8800 series</th>
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<td>eSpace 6805</td>
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<td>eSpace 8850</td>
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<tr>
<th>Other terminals</th>
<th>Console</th>
<th>Peripheral device</th>
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<tbody>
<tr>
<td>SoftConsole</td>
<td>Headset</td>
<td>Meeting Terminal</td>
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</table>

**Product series**
- IP-PBX series.
- IP Phone series.
- Access gateway series.

**Reliability**
- Embedded hardware platform and VxWorks/Linux software platform that ensure 99.999% hardware reliability and software security.
- Redundancy design is applied to key modules, reducing single-node failures.
- Geographic redundancy and local regeneration capabilities ensure service continuity.

**Multi-services**
- Multiple value-added services are complimented with basic IP voice services.
- Built-in voice mailbox.
- Unified messaging and voice recording services are also provided.
eSpace Contact Center Solution

Huawei eSpace Contact Center is built on a highly reliable and high capacity platform and supports cloud based deployment, web based agent and management and video services. Enterprises can reap the benefit of improved service quality through eSpace contact center solution and gain customer trust and confidence.

Contact Center Products

Cloud-based contact center
- Cloud based agent features VoIP functionality.
- Energy consumption is lower than 20 W, which is about 30% of common PC clients.
- 20 dB noise.
- Social Networking Services (SNS) integration and seamless multimedia collaboration.

Web contact center
- The web agent service supports mobile agent access.
- Web management and web service reports can be remotely managed.
- Online customer services improve service efficiency.

Video-based contact center
- HD video capability
- Video services are based on PC and intelligent mobile terminals and improve service quality and user experience.

Openness
- Open service gateway facilitates integration of Huawei Contact Center components with third-party contact center components.
- Service integration gateways enable integration of Huawei IP Contact Center with external systems such as office automation (OA) and customer relationship management (CRM) systems.
- Huawei contact center can co-exist with third-party contact center platforms.
Huawei eSpace integrated conference solution integrates voice, video, and data in the same conference room, allowing users to conveniently access conferences using different terminals such as phones, PCs, tablet computers, and e-Whiteboards. This improves the efficiency for enterprise users to communicate and make decisions, while reducing traveling costs.
eSpace Teleworking Solution

Huawei eSpace teleworking solution provides one-stop communication channels such as audio, video, and web conferencing allowing employees to enjoy greater flexibility in working location and hours based on OA cloud and information security technologies. This solution saves on energy consumption and operating costs, protects the environment, and improves working efficiency.

- **VoIP**
- **Unified message**
- **Web conference**
- **GIS**
- **Email**
- **Workflow**
- **CRM**
- **Knowledge base**

**Office cloud**

- **Information and access security**
- **Office collaboration**
- **Home office**
- **Cross-regional collaboration**
- **Mobile office**

**Partners**

**Saving energy and reducing greenhouse gases**

Fewer people drive to work every day, reducing more than 20% of fuel consumption. This effectively saves energy and office resources. Each person can reduce greenhouse gas consumption by 44.05 kg every year, which equals to the effect of planting at least 31 trees in 68 square meters.

**Relieving traffic pressure**

With fewer people driving to work, traffic pressure is effectively relieved by 20%. This solution saves about two hours of commute for each employee.

**Reducing operation costs**

This solution reduces costs of office buildings by 20% and costs of cross-region business trips by 50%. This solution saves each employee 4.8 square meters’ office space, 23% power consumption, and 31% paper usage on average. This significantly reduces operation and administration expenses.

**Setting a good example**

This solution improves government working efficiency and service quality while setting a good example. Teleworkers can quickly recover from an unexpected disaster and continue to work outside the office.

**Case Studies**

**State Intellectual Property Office of China**

Huawei teleworking solution allows users to communicate in various ways by instant messaging, mobile phones, video, and remote conferencing. The State Intellectual Property Office of China has a workforce of over 6000 employees who have access to integrated home/cross-regional/mobile office systems based on the office cloud platform at its headquarters and four local branches. Towards the end of 2011, an estimated 2000 employees work from home.
eSpace Remote Bank Solution

Huawei eSpace remote bank solution offers remote counter services around the clock and relieves the workload of bank outlets and personnel, thereby saving operational expenses.

- A bank can save operation cost by 40% in three years.
- Compared to a bank outlet, a new remote virtual counter saves service processing time by 80%.
- More than 90% manual services can be routed through VTMs, allowing the bank to focus on VIP customers.

Ubiquitous bank outlets with remote virtual counters

Innovative service channels and superior user experience

- This solution offers innovative service channels by integrating telephone bank, online bank, bank outlets, and ATMs.
- This solution integrates technologies of encrypted electronic signatures, fingerprint/palm vein recognition, high-definition videos, and ID card and certificate recognition.
- This solution provides personal spaces, user-friendly service operations, and superior user experience design and intelligent monitoring and alarm reporting services.
eSpace Cloud Contact Center Solution

Huawei eSpace cloud contact center solution uses the cloud platform to allocate resources as required and provide mobile agents with remote access management capabilities, which serve as the basis toward a smooth expansion across an enterprise.

- Built-in VoIP functions that integrate IP phone services.
- 20 W power consumption, which is one tenth of the PC power consumption.
- 20 dB noise, which provides comfortable audio experiences.

Comparisons among the cloud agent, thin terminal, and common agent

<table>
<thead>
<tr>
<th>Item</th>
<th>Cloud Agent</th>
<th>PC</th>
<th>VDI Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Costs (1000 agents/5 years)</td>
<td>50% lower than PC</td>
<td>High</td>
<td>30% lower than PC</td>
</tr>
<tr>
<td>Voice capability</td>
<td>Supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>Mobility</td>
<td>High. It can be accessed anytime and anywhere and supports Pads and mobile phones</td>
<td>Low</td>
<td>Moderate</td>
</tr>
<tr>
<td>Virtual software requirement</td>
<td>Works in B/S mode, no need of virtual software</td>
<td>Not required</td>
<td>Required</td>
</tr>
<tr>
<td>Security</td>
<td>High</td>
<td>Low</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td>Data is saved to the server</td>
<td>Data is saved to local disks</td>
<td>Data is saved to the server</td>
</tr>
<tr>
<td>Power consumption</td>
<td>20 W</td>
<td>&gt; 200 W</td>
<td>20 W</td>
</tr>
<tr>
<td>Noise level</td>
<td>&lt; 20 dB</td>
<td>&gt; 40 dB</td>
<td>&lt; 20 dB</td>
</tr>
</tbody>
</table>

Case Studies

Ping An Insurance Company of China

Huawei eSpace cloud contact center solution provides Ping An with a sharing platform of large capacity and high reliability, meeting the requirements of 20,000 agents. Customized agent connection interfaces are seamlessly integrated with Ping An’s CRM, which allows Ping An to upgrade the original system to the new platform in 20 days.
eSpace  Remote Education Solution

- Cloud platform
  - Cloud-computing architecture, multi-node distributed deployment and cascading, and real-time automatic allocation, and backup of node resources
  - An independent and virtual remote education site for each school

- Mobile learning
  - Supports Multiple mobile terminals
  - Online and offline learning anytime and anywhere

- Collaborative learning
  - Sharing of class notes, textbooks, and teaching material among classmates and friends
  - Learning resource subscription and recommendation enabling students to select course material of interests

 Partners

 eClass: Remote Interactive Teaching Platform

- Remote educational platform: Huawei’s eClass platform built on cloud-based architecture enables users to view and share teaching material easily, either directly from home or in a classroom.
- Multi-terminal access: Multiple terminals such as multi-media classrooms, PCs, mobile terminals, and high-end Telepresence classrooms can be connected to the eClass platform, meeting learning requirements in various teaching scenarios.
- Large concurrent capacity: The eClass platform supports a large number of concurrent users and uses conference cascading and vector technologies that reduce 80% bandwidth for users. More than 5000 users can take a course concurrently. The eClass platform can be expanded based on the number of users so that teaching resources can be widely utilized.
- Multi-media teaching: The eClass platform uses advanced multi-media and real-time interactive technologies and supports audio, video, and data communication between teachers and students. Learning is no longer boring and students will learn actively.

 eCourse: Learning Resource Sharing Platform

- Learning anytime and anywhere

Huawei eCourse is a teaching resource sharing platform. It allows students and teachers to share high-quality learning and training resources conveniently and efficiently in a country or a region. It also builds an online community board for schools, teachers, students, alumni, and parents.
eSpace SMB Solution

Huawei eSpace SMB solution is designed for small and medium enterprises and provides voice, data, and wireless access and office collaboration capability over a unified network. This solution integrates components in a box to reduce costs and improve competitiveness and operation efficiency for enterprises.

Product Description

<table>
<thead>
<tr>
<th>Customer requirement</th>
<th>Product Description</th>
<th>Key Feature</th>
<th>Marketing Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic enterprise communication requirement</td>
<td>Basic voice services</td>
<td>Data access and comprehensive services (fewer than 20 users)</td>
<td>Resale by carriers</td>
</tr>
<tr>
<td></td>
<td>U1910</td>
<td>U1930</td>
<td>U1960</td>
</tr>
<tr>
<td>Data and service access</td>
<td>U1910</td>
<td>U1930</td>
<td>U1960</td>
</tr>
<tr>
<td>Video/data conference</td>
<td>MS2100</td>
<td>MS3100</td>
<td>UC 300</td>
</tr>
<tr>
<td>Office collaboration (soft terminal)</td>
<td>Type 200 (300 concurrent users)</td>
<td>Type 800 (1000 users)</td>
<td>Type 300 (500 users)</td>
</tr>
</tbody>
</table>

**Partners**

- **Vodafone**
  - With the help of Huawei, Vodafone carried out the innovative service mode of integrating Vertical Business Platform (VBP) and EGWs to provide one-stop Information Communication Technology (ICT) services for small and medium enterprises. Huawei uses EGW 1500 to provide comprehensive ICTaaS access all in one box to meet enterprise communications requirements. This reduces 70% capital expenditure (CAPEX) for enterprises and saves 30% operating expense (OPEX) by unified remote management and simplified installation and maintenance.

**Case Studies (2)**

- **Taobao Mall**
  - Huawei provided a contact center with large capacities for Taobao Mall, meeting the future requirement of 40,000 agents. The Taobao Partner (TP) service system integrates Huawei contact center, meeting requirements of different customers. The TP platform rapidly increases service volumes, improves service quality, and facilitates eCommerce informatization for Taobao Mall.
eSpace Mobile Banking Solution

Huawei eSpace mobile banking solution provides a platform integrating efficient and rapid transactions, customer services, and interactive marketing services. This solution effectively alters the way teller services are offered and improves a bank’s overall service quality and marketing capabilities.

Partners

- Cloud agent
  - Efficient operation
    - Access anytime and anywhere, saving energy and reducing noise
    - Centralized data storage and knowledge sharing security

- Video interaction
  - Life-size video interaction
    - Remote face-to-face service improving user experience and customer loyalty
    - Video push promoting brand image and improving the success rate of marketing

- Online customer service
  - Intelligent service
    - Globally unified knowledge improving agent working efficiency
    - Online service and automatic reply

- Open agent
  - Interactive marketing
    - Contact Center and UC integration allowing online expert consultation and improving first-time-reply rate
    - Comprehensive marketing and cross marketing improving the success rate

Case Studies

China Merchants Bank

Huawei mobile banking solution provides a high service quality and marketing platform for China Merchants Bank. The platform supports multi-media access and integrates with web-based online consultation and video services. Based on the open and flexible platform, China Merchants Bank developed a service system integrating agent connection functions. It has been awarded as the “China Best Contact Center” award for seven consecutive years.
UC/CC Application for BNB

Bank of Northeast of Brazil (BNB)

BNB replaced the existing network equipment that is provided by Siemens for the following reasons:

- Outrageously high maintenance cost for devices on the verge of having their warranty expire.
- Communication costs are high due to the lack of a dedicated voice network.
- The existing IP Contact Center (IPCC) fails to fully serve its customers’ requirements on time, thereby damaging the reputation and brand image of BNB.

Huawei Solution

- Provides five years of integrated management and maintenance service, which enables quick management response and reduces the operating expense (OPEX) by 30%.
- Uses large-capacity and modular ICT solutions to provide communication services for over 450 IPCC agents and 115,000 UC users that are stationed at 227 offices all over the country, which reduces 50% of the capital expenditures (CAPEX).
- Provides the instant messaging (IM), Outlook integration, and contact query functions for BlackBerry terminals that are widely used by BNB employees, which improves the employees’ average working efficiency by 15%, and lowers the BNB’s communication cost by 20%.
Vodafone EGW Resale Project

Vodafone Spain

The Vodafone Spain faces the following two challenges in developing new services to small- and medium-sized enterprise (SME) customers:

- How to bring more interactive services for its enterprise customers while neatly blending the communication services already in place?
- How to better align with ICT solution providers to meet the ICT requirements of SMEs while focusing on delivering its core telecommunication services?

Huawei Solution

Huawei partners with Vodafone in the development of a cloud service platform solution that seamlessly integrates to the enterprise gateways.

- Provides an open service environment to attract participating developers and other ICT carriers, helping in the development and distribution of 70% of SME services to Vodafone’s cooperating partners.
- Deploys the EGW1500, which features integrated access services, meeting the expectations and requirements of SMEs telecommunications network. By using Huawei’s EGW1500, SMEs can reduce their CAPEX by 70% and OPEX by 30%.

Vodafone cloud services for SMEs

- Email
- OA
- ERP
- CRM
- Conference

Third-party applications

Application innovation

Carrier

Enterprise gateway EGW 1500

- Support PBX services
- Ready-built in-network and voice messaging functions
- Support 3G, VDSL, and ADSL access
- Support 8-stream WiFi, and four FXS and one FXO interfaces

Enterprise

Terminal

PC
Mobile phone
Fixed phone
Fax
Huawei UC Solution for Industrial and Commercial Bank of China (ICBC)  
—Building a Benchmark in the Domestic Financial Industry

**Customer Challenges**

- Vertical communications and IT systems provide only excessively scattered communication channels. As a result, system information cannot be shared and daily communication efficiency is low. In addition, the service development in overseas markets is hindered.
- There is no reliable technology at this time that can support emergency recovery and provide real-time emergency response communications. As a result, the system cannot ensure real-time, high-efficiency, flexible communication. In addition, the communication process cannot be reviewed.

**Huawei Solution**

- Provides the Voice Communication UC2.0 Solution for large-scale international business groups, such as ICBC. ICBC has 397,339 personnel, 16,227 domestic institutions, 203 overseas institutions, and over 1562 agent banks.
- Adopts real-time collaboration system. This system supports email, IM, voice and data communications and videoconferencing, seamlessly integrates with ICBC’s unified authentication system and corporate directory, and supports single-point login.
- Integrates with existing videoconferencing and VoIP systems and retains the Private Branch Exchange (PBX) system at ICBC’s headquarters and branches, protecting ICBC’s investments.
- Brings a cloud solution that interoperates with multiple IT application systems such as the Lotus Notes, World Wide Web, and telephone banking, credit approval, and remote authorization system.

**Customer Benefits**

- ICBC has optimized its CRM system and enhanced communication capabilities of various service systems, improving QoS and working efficiency while reducing communication costs.
- ICBC meets 20,000 enterprise customers’ credit requirements and will provide credit card services to an additional 400,000 customers. ICBC is planning on providing a broad range of financial products and services to 4.12 million enterprise customers and 259 million to individual customers.
China Merchants Bank (CMB) 95555
—Changing for You

Introduction to CMB

The Telephone Banking Center of CMB was set up in 1999, which used to provide only consulting service. During the past thirteen years, the Telephone Banking Center has been developed into a comprehensive remote banking center that integrates consulting, transaction, marketing, and financing services. The CMB Telephone Banking Center is now serving over 60 million retail and wholesale banking customers.

Customer Challenges: CMB has been faced with a considerably increased number of customers and large-scale service expansion. In addition, foreign-funded banks are teaming up to pose great challenges on CMB. To crack these challenges, CMB takes the lead in laying out a business transformation strategy in the domestic banking industry to keep pace with globalization. This strategy is aimed at providing marketing, sales, and service support for customers and creating large value for CMB. This strategy depends on effectively delivering multimedia customer communication support under an effective customer-centric organizational structure in a closed loop business process. To implement this strategy, CMB has to build a high-efficiency telephone banking system.

Huawei Solution

- Transforms automatic services (telephone banking services) into attendant services (consulting services) on a call center platform, provides a large array of value-added services, and takes the lead in opening mobile phone banking services in the domestic banking industry.
- Uses voiceprint recognition (VPR) engine technologies to ensure security of electronic transactions.
- Expands previous communication modes derived from a single telecom channel to multiple electronic channels/transactions. Expands previous contact center modes derived from a single voice media to multimedia network, building a Web-Enabled Call Center (WECC).
- Deploys three call center platforms in Futian, Shekou, and Chengdu, which adopts the architecture of a network call center. The network call center is capable of implementing remote disaster recovery, resource sharing, and unified management and dispatching of emergency personnel and services.
- Uses the Hierarchical Quality of Service (HQoS) model, greatly improving customer satisfaction.
Huawei UC&C Solution  
—Enhancing the Continuous Innovation of CMB 95555

<table>
<thead>
<tr>
<th>Call center</th>
<th>Contact center</th>
<th>Customer service center</th>
<th>Integration center</th>
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<tbody>
<tr>
<td>High-efficiency distributed background processing</td>
<td>All-in-one integration</td>
<td>Integrated platform</td>
<td>SaaS and Call Center Cloud</td>
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<td>WECC</td>
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<td>Intelligent customer awareness</td>
<td>Customer experience management</td>
<td>Outgoing call prediction</td>
<td>“My” personalized service</td>
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<td>Multilevel customer management</td>
<td>Intelligently shift management</td>
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<td>Continuous product and process innovation</td>
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<td>Intelligent self-service suite</td>
<td>SOHO</td>
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<td>Interactive video response</td>
<td>Dynamic and analytic report</td>
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<td>Better risk management</td>
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<td>Peak traffic distribution management</td>
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<td>Enhanced security</td>
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<td>All-around interconnection and integration</td>
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<td>Workflow management</td>
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<td></td>
<td>Three-layer partnership framework</td>
<td>Web integrated framework</td>
<td>Service process- and KPI-driven</td>
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</tbody>
</table>

### Customer Benefits

- China Merchants Bank’s 95555 marketing campaign has built multiple service brands such as “Easy Banking”, “Pay by Phone”, “Easy Travel”, and “Personalized Telephone Banking” and continues to provide highly secure and convenient customer service, winning the award of “China’s Best Call Center” for four consecutive/straight years (2004, 2005, 2006, and 2007).

- CMB employs excellent service experts who attract customers by offering professional financial services and wealth management consultation at anytime, anywhere.

- Handles large call volumes every day (300,000 calls per day), greatly improving service capability and customer loyalty.

- CMB has implemented rapid expansion of financial services, continuously enhancing the service experience.

- CMB has seen rapid growth in its financial services sector, with its total VIP service revenues ranking top in the domestic banking industry.
Taobao Cloud Contact Center
—Serving as an Open System and Integrating with Various IT Platforms

Introduction to Taobao

Taobao is the largest B2C and C2C electronic transaction platform in the Asia-Pacific Region. By 2010, the number of registered customers has reached 370 million. Specifically, 48,000 articles of goods are sold per minute on this platform. In addition, and the average number of customers who are online at the same time reaches 17 million.

Customer Challenges

Although Taobao has the well-known Internet portal www.taobao.com, this company has no unified voice portal. To build a unified brand image, Taobao has an urgent need for a unified voice portal that is compatible with its existing systems.

Huawei Solution

Huawei joined forces with China Telecom to provide the Cloud Contact Center by using web-based technologies. Taobao leases resources from the Cloud Contact Center, which provides on-demand self-service and rapid online service. The Cloud Contact Center interoperates with Taobao’s existing IT platforms, allowing customers to fully experience various services by using voice functions.

Taobao Cloud Contact Center

Taobao Cloud Contact Center
Network Diagram
Huawei Enterprise

A Better Way

At Huawei Enterprise we believe in a better way. In every situation we see opportunities to innovate, to grow and to prosper, which is why 45 of the world’s top 50 telecom operators choose us as their trusted partner. As a leader in ICT we are dedicated to providing comprehensive solutions and services to enterprise customers across industries like government, public utilities, finance, transportation, power, energy and the Internet.

www.huawei.com/enterprise

Imagine how productivity could be improved through clever collaboration.