

建立良好客戶聯繫的基石
看漢客戶管理架構系統

KanHan Client Management Infrastructure

The cornerstone to formulating client intimacy

無論是公營或是商業機構，所有服務與交易均與用戶對話開始。與用戶之間的訊息交流可透過一套易於管理、支援各種媒體通道的網絡轉化成移動通話、電話鍵盤輸入、話音紀錄、電子郵件、手機短訊、網頁轉載甚至是以電視遙控等資訊管理。隨著對機構提供的服務需求與日俱增，人與人之間的溝通變得更為複雜，有效的溝通工具有助機構提升服務質素。

All services and transactions, whether public or commercial, begin with a dialog between two parties. With the omnipresence of easily accessible multichannel network, such dialog can be in the forms of mobile conversation, phone key input, voice mail, email, SMS, web entries, even TV remote control. As the size, complexity and volume of services and transactions grow, so do the number of involving parties and the amount of communications among them.

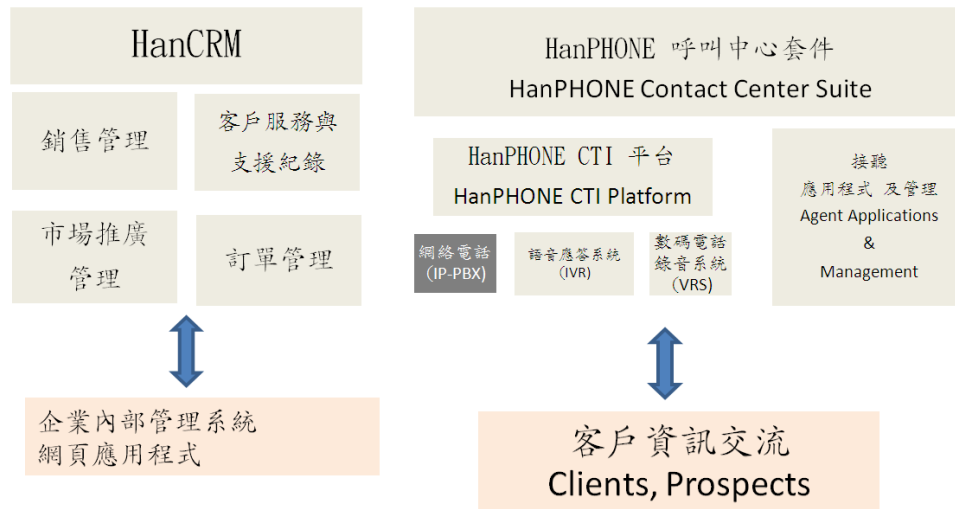
以現時社會對服務質素要求甚高的情況下，成功的機構取決於令客戶滿意度及忠誠度提升，當中關鍵在於機構與客戶之間如何有效地紀錄及管理各類的信息交流。

In today's highly demanding environment, successful organizations are those who are able to establish a satisfied and loyal clientele, and the differentiation key to their success is how well they capture and manage the information exchange they have with their customers.

累積多年在電腦電話合成系統上研發的經驗，看漢正式推出有助建立客戶管理的完善方案：【看漢客戶管理架構系統】(KanHan CMI)，旨在發展全方位、多角度的通訊溝通渠道。

KanHan Client Management Infrastructure incorporates the essential components of unified communication capture and information analytics to form the foundation of building client satisfaction and loyalty.

看漢客戶管理架構系統 KanHan Client Management Infrastructure



【看漢客戶管理架構系統】包括三大旗艦系統：

KanHan Client Management Infrastructure comprises KanHan's three flagship products:

- 看漢 HanPHONE 結合電腦與電話功能(CTI) 之平台 (HanPHONE CTI)
HanPhone Computer Telephony Integration (CTI) Platform

屢獲殊榮的看漢 HanPHONE CTI 平台透過最新建基於 IP 的 PBX 技術開發電話分流設計，可同時支援英語、普通話及粵語等即時訊息傳送。模組化的設計能令複雜的互動語音系統及話音錄取功能隨時安裝於各大品牌的傳統 PBX 系統之上。

KanHan's award winning CTI platform provides the latest IP based PBX technologies for telephone diversion and enquiry system supporting instant information delivered in English, Putonghua and Cantonese. HanPHONE CTI is modularly designed such that the sophisticated Interactive Voice Response (IVR) and Voice Recording Service (VRS) systems can integrate and support independently with major brands of traditional PBX systems

- HanPHONE 呼叫中心系統 (HCCS)

- HanPhone Contact Center System (HCCS)

- HCCS 為廣泛應用 HanPHONE CTI 平台技術之延伸，全面支援接聽及外撥等呼叫中心功能，並可同時提供話音監聽及各類相關報表工具。

- HCCS is an expansion on the widely adopted HanPhone CTI platform, with comprehensive inbound and outbound call center features, essential call supervision and monitoring capabilities, and critical reporting tools*

- HanCRM 客戶管理系統 (HanCRM)

- HanCRM

- 一個在市場上能全面配合客戶服務基本設置的開放式平台。HanCRM 能充份與 HCCS 整合，集銷售管理、市場推廣策劃、客戶服務與支援及訂單等功能於一身的全方位系統，將能滿足各類型機構的需要。

- Developed on an open platform with nuts and bolts matching all the major customer relationship management (CRM) systems in the market. HanCRM seamlessly integrated with HCCS to provide a truly whole product that fulfills an all-in-one client management solution the market is looking for in Sales Force Automation, Marketing Automation, Customer Support & Service, Order Management and More.*

以一統化的通訊及數據分析作為研發基礎，看漢 CMI 系統能有效地為機構提升客戶的滿意度、改善與溝通的渠道，令客戶締造全新的管理新體驗。

KanHan Client Management Infrastructure incorporates the essential components of unified communication capture and information analytics to form the foundation of building client satisfaction and loyalty, bringing clients a new experience on client management.

公司簡介

About KanHan

看漢科技有限公司 (簡稱看漢) 致力發展資訊科技服務。一直以來強調以顧客為本，提供優質的科技及技術支援服務，多個系統屢獲殊榮，科研技術獲外界肯定。自 1999 年看漢成立以來，客戶數目一直穩步增長。其中香港特別行政區政府有超過三十個政府部門使用看漢的技術服務，為看漢的最大客戶。客戶遍佈多個知名機構，如：香港上海滙豐銀行有限公司、香港中華煤氣有限公司、香港房屋委員會、恒生銀行有限公司、東亞銀行、比聯、凱基證券亞洲有限公司、第一上海證券有限公司、南華證券投資有限公司、香港交易所、香港證監會等。

KanHan Technologies Limited is a Hong Kong company specializing in providing award winning technology services to large corporations. KanHan has an impressive customer profile encompassing companies in diverse industries. HKSAR Government is the largest customer of KanHan with 30 departments utilizing KanHan technologies and services. HSBC, HangSeng Banking Corporation, Bank of East Asia, KBC Financial Products, KGI, South China Securities, First Shanghai Securities, Hong Kong Exchanges and Clearing Limited and Securities and Futures Commission are some of our customer references in the Finance and Banking Industry.

獎項與專利 Awards & Patents

獎項 Award



專利證書 Patent



- ▶ 2007 香港資訊及通訊科技獎 - 最佳商業系統（產品）獎優異證書
2007 Hong Kong ICT Awards - Best Business (Product) Certificate of Merit
- ▶ 2006 香港資訊及通訊科技獎 - 數碼共融組別金獎
Hong Kong ICT Awards 2006: Digital Inclusion, Gold Award
- ▶ 看漢科技榮獲「2005 世界信息峰會大獎 - 中國提名」
KanHan Honored with China Nomination to 2005 World Summit Award
- ▶ 2005 年 5 月獲國家知識產權局頒發字體服務器的發明專利證書
May 2005, KanHan granted China Patent on HanWEB Technology
- ▶ 2004 香港電腦學會 2004 亞太區資訊及通訊科技獎之「通訊應用(優異獎)」
2004 HK Computer Society - Certificate of Merit in the Communications Applications Category of the APICTA (Asia Pacific Information and Communications Technology Awards)
- ▶ 2004 香港電腦學會 第六屆資訊科技成就獎(中小企業)產品優異獎

2004 HK Computer Society - 6th IT Excellence Awards (SMEs)—

Certificate of Merit in the Product Category

- ▶ 2003 德勤會計師行(「德勤」)舉辦的亞太地區高科技高成長 500 強項目的首 10 名
2003 Deloitte Touche Tohmatsu - Asia Pacific Technology Fast 500 Award
- ▶ 2002 香港工業獎 香港科技園科技優異獎
2002 HK Awards for Industry – HKSTP Certificate of Merit in Technological Achievement
- ▶ 2002 香港工業獎 消費產品設計獎
2002 HK Awards for Industry – Federation of HK Industries Consumer Product Design Award
- ▶ 2001 香港工業獎 香港科技園科技成就獎
2001 HK Awards for Industry - HKSTP Technological Achievement Award
- ▶ 2001 香港電腦學會 第四屆資訊科技成就獎 銀獎
2001 HK Computer Society - 4th IT Excellence Awards - Product Silver Awards

部份客戶名單 Partial Client List



- 廣州地鐵 路線查詢熱線
Guangzhou Metro - Route Enquiry
- 香港大學專業進修學院 校內電話系統
HKU Space – self-development for various IVR applications
- 香港中央圖書館查詢熱線：3150 1234
Central & Regional Libraries – Main enquiry hotline : 3150 1234
- 區域圖書館查詢熱線
Regional Public Libraries hotline
- 大會堂圖書館查詢熱線
City Hall Library hotline
- 天水圍圖書館查詢熱線
Tin Shui Wai Library hotline
- 東涌圖書館查詢熱線
Tung Chung Library hotline
- 勞工署 僱員補償預約熱線：2115 8019
Labor Department – Employee Compensation Hotline : 2115 8019
- 教育統籌局中六學位空缺查詢熱線
University of Science & Technology – self development for various IVR applications
- 香港科技大學 學生事務查詢熱線
School of Continuing and Professional Studies The Chinese University of Hong Kong
- 「八達通月來月著數」抽獎系統
Octopus "Rewards on the Go" Luck Draw System
- 康樂及文化事務署查詢熱線：2603 4567
Leisure & Cultural Services Department – Main enquiry hotline line : 2603 4567
- 香港盲人輔導會電訊數碼視障人士圖書館：2788 0901 / 2776 0238
Hong Kong Society for the Blind – digital library system : 2788 0901 / 2776 0238
- 醫院管理局門診電話預約服務熱線：2776 0238
Hospital Authority – Outpatient Booking System : 2776 0238
- 香港房屋委員會【查租易】熱線：2712 0660
Housing Authority – Rent Enquiry System for public housing estates : 2712 0660
- 香港郵政 員工查詢系統
Hong Kong Post – Leave Balance Enquiry
- 尤德夫人那打素醫院門診電話預約服務熱線
Pamela Yonde Nethersole Hospital – Outpatient Booking System
- 香港政府統計處 僱傭及職位空缺按季調查：2234 3800
Social Welfare Department – Main service hotline : 2343 2255
- 香港中華煤氣有限公司 維修預約熱線
Town Gas – Maintenance service booking and outbound engineering work assignment

- 香港中文大學 研究院 學生查詢熱線 - 香港出口信用保險局 熱線：2732 2904
School of Continuing and Hong Kong Export Credit Insurance – Main enquiry
Professional Studies The Chinese hotline : 2732 2904
University of Hong Kong
- 民政事務總署 代表選舉查詢熱線：2152 1521
District Offices- Village Representative
Election hotline : 2152 1521
- 香港警察儲蓄互助社
Hong Kong Police Credit Union
- 運輸署
Transport Department
- 土地註冊處 客戶服務熱線：3105 0000
Land Registry Customer Service Hotline: 3105 0000
- 禁毒署 電話諮詢服務：186 186
Narcotics Division, Security Bureau
- 一路通有限公司 OnePort Limited
24 小時 eTR 電子碼頭收據服務熱線：3101 8362
24 hours eTR customer service hotline: 3101 8362
- 24 小時港口保安費-繳費系統服務熱線：3669 1402
24 hours Port Security Charge - Payment System
customer service hotline: 3669 1402
- 香港眼科醫院 查詢服務：2762 3007 - 香港體育學院
Hong Kong Eye Hospital – Enquiry Hong Kong Sports Institute
Hotline: 2762 3007
- 香港失明人協進會
Hong Kong Blind Union
- 勞工處
Labour Department

Remarks: Last Updated at Aug 2011

系統查詢及示範，請聯絡看漢科技有限公司。

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