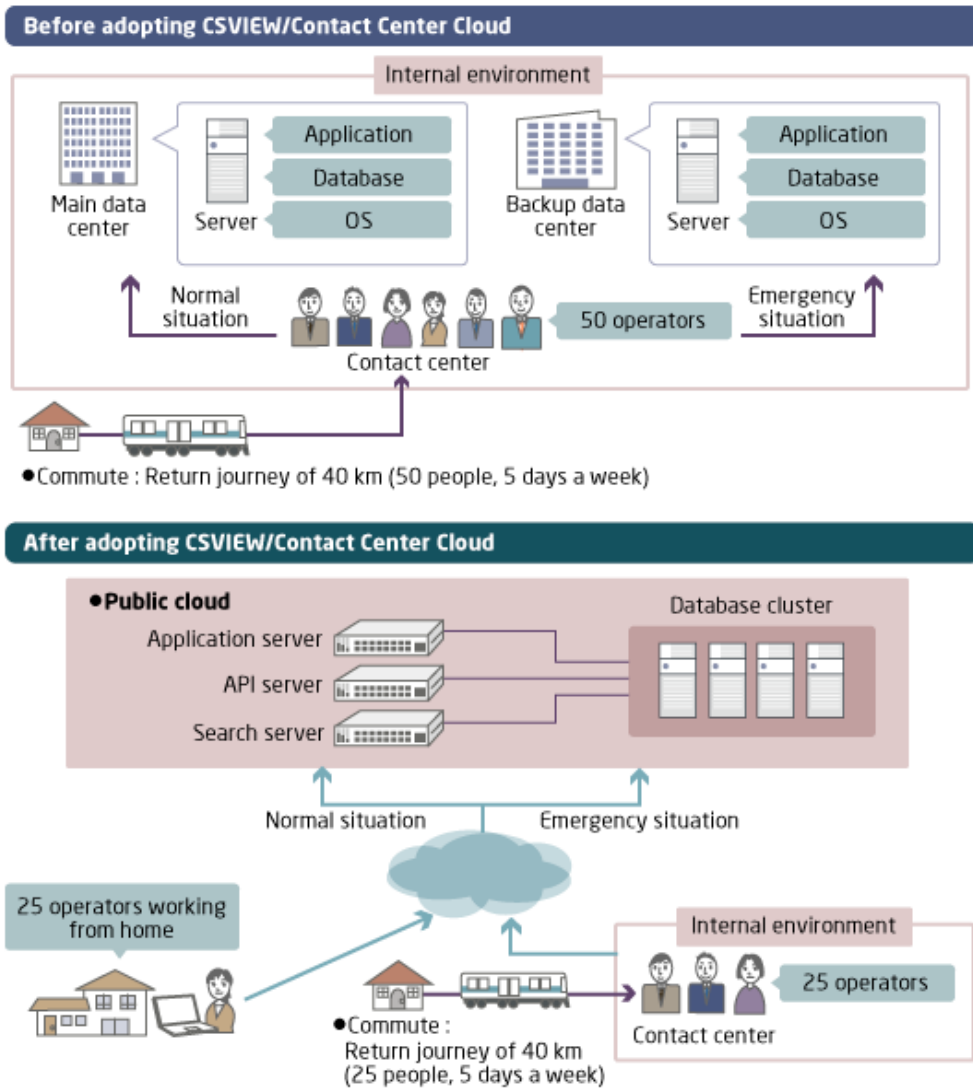


Contact center solution: CSVIEW/Contact Center Cloud

CSVIEW/Contact Center Cloud: Environmental Impact Assessment Model

This service provides a Contact Center system that uses a public cloud environment.

This system eliminates the need for a dedicated data center, servers, OS, database, applications, or backup environment. Movement costs are also reduced because operators work from home using their own home Internet environment.



*This service does not include telephone equipment.

*Example assumes use in a small-scale contact center half of whose employees work from home.

Contact center solution: CSVIEW/Contact Center Cloud

CSVIEW/Contact Center Cloud: Environmental Impact Assessment Result

Reduces CO₂ emissions by approx. 51% by reducing power consumed within the company's environment due to not requiring a dedicated data center or servers and by reducing the movement of people by enabling operators to work from home.

