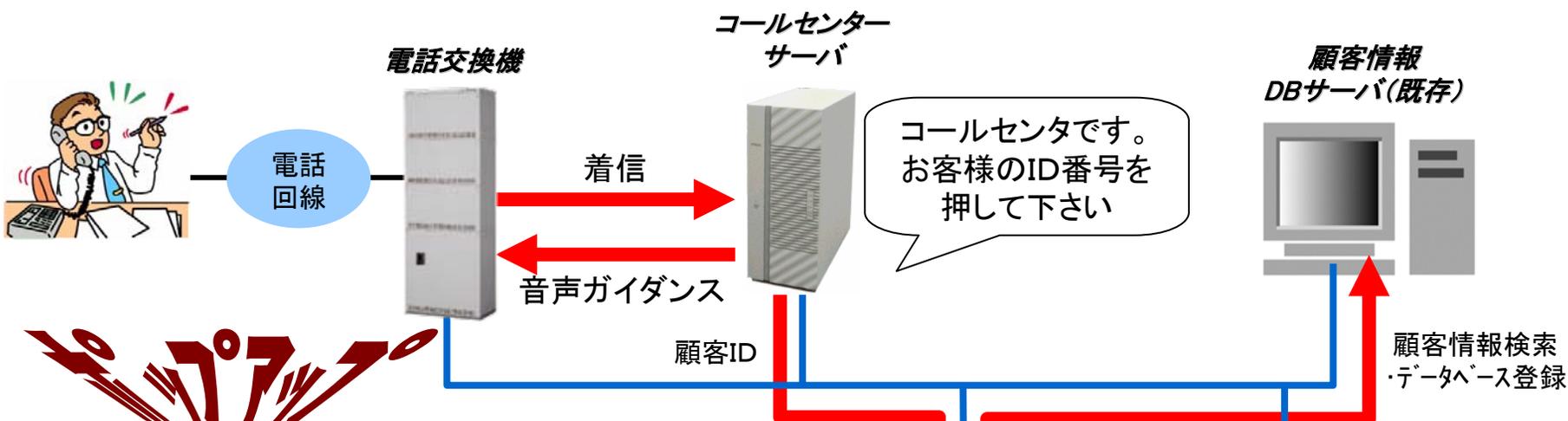


コールセンター機能



The screenshot shows a software interface for handling customer requests. At the top, it says 'ヘルプデスク' (Help Desk) and '問合せ番号' (Inquiry Number). Below this are fields for 'ID番号' (ID Number: 1234), 'お客様名' (Customer Name: 日立太郎), and 'カナ' (Kana: ヒタチ タロウ). There are also fields for '店舗名' (Store Name), '住所' (Address: 神奈川県秦野市堀山下1番地), and '郵便番号' (Postal Code: 259-1304). A '発信者番号' (Sender Number: 0465818810) and 'FAX番号' (FAX Number) are also present. A '録音' (Recording) button is active. Below these are fields for '電話番号' (Phone Number: 0465818812) and a 'コールバック' (Call Back) button. The interface includes a '問合せ区分' (Inquiry Category) dropdown, '環境' (Environment) dropdown, 'ソース' (Source) dropdown (set to '電話'), and '重要度' (Priority) dropdown (set to '低'). There are three '問診' (Consultation) sections, each with a question and answer field. A 'FAQ検索' (FAQ Search) section with a '検索開始' (Start Search) button and a 'キーワード' (Keyword) field is also visible. At the bottom, there are fields for 'タイトル' (Title), '問合せ' (Inquiry), and '回答' (Answer). A '引継先' (Handover Destination) dropdown and '内線' (Internal Line) field are present, along with a '電話転送' (Call Transfer) button. The bottom of the screen shows '作成者' (Creator: 喜木弘幸), '作成日' (Creation Date), '変更理由' (Change Reason), '最終更新者' (Last Updated By), and '更新日' (Update Date).

