

Quick Service System at the Rate of Distance

# Quick Service System **B Unicall/Quick** User's Manual

Korea MutalTech, Inc

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Korea MutalTech, Inc. <sup>5F, Fine B/D, 479-8, Kung-Dong, Yuseong-Gu, Daejeon, 305-335, Korea Tel. : +82 42 825 2535 http://www.mutaltech.com</sup>

# 1. About Unicall/Quick

Unicall/Quick has many efficient functions to improve customer services. and can manage the customer, receipt, sales and business easy and conveniently.

## 1.1 Service Type

### ① Characteristics of Unicall/Quick

Unicall/Quick is the system to manage the quick service center and is suited to open new quick service biz. It is based on the smart phone internet and CID and supplies very powerfool functions and service in spite of it's low price. It can be used all through the world without any restriction because of it's unique system design concept.

### Functions and Advantages

Unicall/Quick, based upon the CRM program, has many efficient functions to improve customer services, and is very easy and convenient to manage the customer, order, sales and business.

- Mobile Internet: The call center supplies the customer list to the drivers in realtime. Once a driver selects a certern customer, other drivers cann't select the customer.
  - The call center supplies the customer list.
  - A driver selects a customer.
  - ② Unmanned/Auto Mode: If the unmanned/auto mode is set, it is possible to operate the call center without human beings. You don't need to intervene.
  - 3 Security Function: Supplies a pass word to both the customer and the driver for each call.
  - ④ Customer Function: It is the functions for displaying the customer

information, registering the new customer's information, managing the existing customer's information and retrieving the customer with various search conditions.

- Displays the customer information
- Registers the new customer information
- Modifies and deletes the existing customer information
- Files and modifies point, and displays its contents
- Retrieves the customer list with address, name, phone number, point, order frequency, etc.
- (5) Receipt Function: Processes the customer's order quickly and efficiently, also displays and manages the process from order taking to delivery.
- Displays the customer information and order contents
- Inputs, modifies and cancels the order
- Displays the order list under processing
- (6) Sales Function: It is the functions for displaying and managing the detailed volume of sales and sales revenue periodically and characteristically.
  - Displays the sales profile of the given item within a specified period
  - Displays the sales profile of the given category within a specified period
  - Displays the gross and volume of sales within a specified period
  - Displays the total sum of the delivery and store sales
- Displays the gross sales and order quantity
- ⑦ Business Function: It is the functions for managing the sales by analyzing the customer information and characteristics of sales and order type.
  - Analyzes the detailed information of the customer
- Analyzes the sales breakdown in a day, month, year, etc.

З

- Analyzes the sales profile of the given category within a specified period
- Saves the result, etc.
- 8 Supplementary Function : It is the optional or supplementary functions
  - Memo: Memos for the reference on customer information screen, order taking screen, etc..
  - E-mail sending: Sends e-mail to the customer.
  - SMS sending: Sends SMS by PC.

### ♦ System Composition

The system composition of Unicall/Quick is shown in the figure below.



### ② Product Package

Open the package box and see if the composition of package is as shown in the table below and if there is any damage on the appearance.

Model	Unicall/Quick	
Product Composition	<ul><li>Program CD: 1</li><li>CID Device: 1</li></ul>	

RJ11 6P2C Phone line: 1
• USB cable A-B: 1
• User's manual: 1

# 1.2 Use Environment

### ① PC Environment

Following PC environment must be provided to use Unicall/Quick. Check on the box if you confirm the items.

Item	Basic Requirements	Check
CPU	Pentium 166MHZ or above	
Memory	64MB or above	
OS	Windows XP, 7(32bit)	
Internet	Internet connection	

### ② Internet Environment

To use the Unicall/Quick is required to use the public IP.

### 1.3 After Service

Korea MutalTech, Inc. is doing its best to provide the best after sales service to its customers. Customers can get after sales service and customer support through Korea MutalTech, Inc. homepage (<u>www.mutaltech.com</u>), e-mail(webmaster@mutaltech.com), phone, or mail.

### Questions and Technical Support

- If you have any questions regarding the use of Unicall/Quick, please first refer to this User's Manual and the Electronic Manual.

- If you refer to the Product Q&A on Korea MutalTech, Inc. homepage and send questions, we will reply quickly.

- For other matters, please use e-mail, phone, or mail.

### Electronic Manual

- To provide better services, the User's Manual contained in the product package can be partially modified.

- If you visit Korea MutalTech, Inc. homepage for the Electronic Manual, you can view the updated and detailed Electronic Manual.

# 2. Installation

# 2.1 Installing Main Program

**Step 1** If you insert the program CD into CD-ROM, 'Setup' screen automatically pops up. Click <Installing Main Program> button.

🐮 Setup	<b></b>
Unicall/QuickService	version 1.0.
	Installing Main Program
Korea MutalTech, Inc.	Installing Client Program
	Skip
	·

Step 2 Starting installation. Click <Next>.



Step 3 Click <<u>N</u>ext>



### Step 4 Click <Next>



Step 5 Click the Install button



Step 6 Click < Finish>



### Step 7 Click <<u>N</u>ext>



Step 8 Input user name(PC ID) and serial number. Click <<u>N</u>ext>.

InstallShield \	Wizard				×
Enter user	r information				
Enter you	r name and serial numb	er.			
Name:	l.				
S/N-					
	4				
InstallShield —					
		-	< <u>B</u> ack	<u>N</u> ext >	Cancel
				12	



Caution Installing program with same serial number at more than two PCs, the execution of the program is hung up because of program bomb.

### Step 9 Click <<u>N</u>ext>



Step 10 Installation is in progress. Wait till completed.



Step 11 Click < Finish>. The installation of the main program is completed.



# 2.2 Installing Management Center

**Step 1** If you insert the program CD into CD-ROM, 'Setup' screen automatically pops up. Click <Installing Management Center> button.

version 1,0,
Installing Main Program
Installing Client Program
Skip

Step 2 Choose the language. <OK> Button click



Step 3 start Installing. <Next> Button click



### Step 4 <Agree> Button Click



Step 5 Choose an installation location. <Install> Button click.

	Choose Install Location Choose the folder in which	to install APM_Setup 6 (Testing) f
	Win32 v2008041800.	
Setup will install APM_Se install in a different fold installation.	tup 6 (Testing) for Win32 v2008 er, click Browse and select anoth	8041800 in the following folder. To ier folder. Click Install to start the
Destination Folder		
Destination Folder		Browse
Destination Folder		Browse
Destination Folder C:WAPM_Setup Space required: 97.2MB Space available: 396.2G	8	Browse

Step 6 Installation is in progress. Wait till completed.



Step 7 Click < Finish>. The installation of the main program is completed.



### Step 8 Check that you are running MySql.



Enter use	r information		
Enter you	ur name and serial number.		
Name:	1		
S/N:			
tallShield –			
		C Pools Nor	th Connor

### Step 10 Click <<u>N</u>ext>



Step 11 Installation is in progress. Wait till completed.



Step 12 Click < Finish>. The installation of the main program is completed.



# 2.3 Installing Caller Indicator

Caller indicator indicators install the sender should be installed according to the installation manual.

# 2.4 Reinstallation

To update the program or if Unicall / Quick does not work properly, remove and then reinstall the existing program is that if you want to.

① Callcenter Program Reinstallation

	Callcenter	Program	Delete
--	------------	---------	--------

**Step1** Windows screen(Start -> Program -> Quick\_Callcenter) <Quick\_Callcenter Delete> Click.



Step 2 Prepare for the deletion operation. Please wait.



Step 3 Remove select after <<u>N</u>ext> Button click



Step 4 Click <OK>.



Step 5 Click < Ignore>.



Step 6 Uninstalling in progress. Please wait till completed.



Step 7 Uninstallation is successfully completed. Click <Finish>



**Step 8** Confirm uninstallation of Unicall/Quick from the Windows screen (Start ->Programs)

Step 9 Though the program is uninstalled, the DB files is not deleted. When you reinstall the main program, you can still use the existing DB. To completely remove the DB file, run the Windows Explorer in the Windows screen(Start -> Programs -> Accessories). Navigate the location of 'C: \Program Files\KMT\Unicall-Quick\dbm' to delete the 'UnicallCRM-Pro. mdb' file by the Windows Explorer.

### Reinstalling Callcenter Program

Reinstall according to the procedure for 2.1 Installing Callcenter Program.

### 2 Reinstalling program management center

If the Administration Center to update the programs or the management center application server does not work properly, delete the existing administrative center and reinstall the program is that if you want to

### ◆ Delete Callcenter Program

Step 1 Windows screen(Start->Program->APM\_Setup 6 (Testing) for Win32) -><Remove APM\_Setup 6> Click

Í	100 100 100	Windows 키탈로그 Windows Jpdate	
	6	프로그램(만)	
	3	문서(0)	<ul> <li>Development Kits</li> </ul>
0	2	설성( <u>5</u> )	Microsoft Developer Network     Microsoft DirectX 90 SDK
į	P	김색( <u>C</u> )	🖡 🛗 Mibiusoll Visual Studio E, 0 🔹
5	0	도움말 몇 지원(H)	Microsoft Web Fublishing  Kasanger 7,5
		실행( <u>በ</u> )	3 Windows Messencer → MARS ►
	P	kmt 로그오프( <u>()</u> ),	APK_Setup 5 (Testing) tor Wint2    APK_Setup 5 (Testing) tor Wint2  Famoys APM_Setup 5  Famoys APM_Setup 5
	0	컴퓨터 끄기(U)	

Step 2 <Delete> Button Click



Step 3 Prepare for the deletion operation. Please wait



Step 4 Uninstalling in progress. Please wait till completed.

📕 AP M_	Setup 6 (Testing) for Win32 v2007100200 제가
2	Remove all files in your APM_Setup 6 (Testing) for Win32 directory? (If you have anything you created that you want to keep, click No)

Step 5 Uninstallation is successfully completed. Click <Finish>



Reinstalling program management center
 Management Center 2.2 installation in order to reinstall it.

# 3. Starting

# 3.1 Basic Display

The following shows basic display of Unicall/Quick and its components. Getting used to basic display is very helpful in making the most use of Unicall/Quick.

uick_Lalice	nter			1	1	1						_
ECEIPT	INQUIRY	STATISTICS	CUSTOMER	CALL LIST	SMS	MYINE	0					
Customer- Name Phone Depart		Recver Ph.	Register	Cha Subcha Request Ar	rge rge ea	Driv Pho	er   ne		Memo	sms to cust	omer	
GPS				Addres	is			ard X 🔽	New	l Be	use nietor	a j Modifu I
are	Cancel	CCencel		Not	ice				Bookin	g Receive	d <u>Progress</u>	Whole
Order	Receipt Tim	e Custor	ner i	Area	Depart			Arrive	Driver	Fare	Card	State
Phone 1		SN	Phone 2 No,			Phone No.	3		Pt	none 4		
Addr,			Addr,		21/1	Addr,		510	Ad	dr,		5N

### Menu Button and Menu Screen

The menu screen for each function is displayed if the menu button is pressed. The menu screen of the basic display is the receipt screen.

### ♦ Call Screen

Call screen displays all of the caller information and it's sequence number.

# 3.2 Starting

When the installation is successfully completed, double-click on the



and run the program.



♦ When icon is not on the desktop, click <Unicall-Quick> from the Windows screen (Start -> Programs -> Unicall-Quick) to run it.



◆ This screen is shown when Unicall/Quick is run properly.

# 3.3 Environment Setting

Before using Unicall/Quick, it is necessary to make environment setting with user registration and SMS setting.

① My Information

Quick_Callo	enter									5
RECEIPT	INQUIRY	STATISTICS	CUSTOMER	CALL LIST	SMS	MYINFO				
			User Rec	Jistering Co, Name Representativ Phone Fix Address Address E-mail URL Center OK ting ID Password S	e	Biz Rg No Fax	Cancel			
Phone 1 No, Name Addr,	J <u> </u>	SN	Phone 2 No, Name Addr,		SN	Phone 3 No, Name Addr,		SN	Phone 4 No. Name Addr.	SN
										2015-11-23 22:31:11

### ♦ User Registration

This part is to register the user information. Input homepage, e-mail, address, fax, phone number and name.

### ♦ SMS Setting

This part is to input the ID and password that is needed to send SMS to other person.

- Save ID: If it is set, you are not required to enter ID.

- Auto Login: After login once, you are not required to login again if it is set.

2 LAN environment

LAN connectionUsing

Unicall/Quick can manage customers, orders, sales and etc. For efficient

use of each function, it is necessary to know the way of using.

# 4.1 Calling

### ① Receiving Calls

### ♦ For one Call

1. The customer makes a call by the phone number.

Phone	e 1			Phone	• 1		
No.	0428252535	1		No.	0428252535	1	
Name	eildone	SN	1	Name	New Cus.	SN	1
Addr.	Fine B/D, Kune	r-Dong		Addr.			
<	Registered Cu	stomer	>		<new custor<="" td=""><td>mer&gt;</td><td></td></new>	mer>	

**2.** The customer's basic information will be displayed on this part of 'Call Screen'.

**3.** Make a conversation to pick up the handset. Press the 'Phone X' button and then 'Receipt Screen' automatically displays detailed information of the customers. During the call, you can handle the customer and order management.

4. Hang on the phone to end the call.

### • For more than two Calls

1. The customer makes a call by the phone number.

**2.** The customer's basic information and the sequence number of the call will be displayed on this part of 'Call Screen'.

**3.** Referring to the customer's basic information and the sequence number, select and press the 'Phone X' button and then 'Receipt Screen' automatically displays the detailed information of the customer.

**4.** Other calls may be answered by another person. And you need to note the contents, and the call may be terminated.

Caution When the 'Phone X' button is pressed or a new call is arrived, the customer's basic information of "Call Screen" is cleared. And the sequence number each call is recalculated in order of arrival.

# 4.2 Customer Management

The existing customer and a new one can be distinguished by displaying and managing customer information, and it is possible to search by various criteria.

### ① Customer Management

### Customer Information Registration

- New registration

 Press the 'New' button => Enter customer's information => Press the 'Save' button

• Press the 'Phone X' button in 'Call Screen' and press the 'Register' button in 'Receipt Screen'. then the customer will be registered.

- Using an existing file

Refer to <sup>6</sup> Data Portability of 4.5 Additional Functions.

RECEIPT INQUIRY STATISTICS CUSTOMER CALL LIST SMS MYINFO
Customer
Phone       Mobile       Co, Name       Duty         ID       PWD       Phone       Fax         ID       PWD       Deposit       Input         Base Fee       Base Street       m       Balance         Address       Memo       Diary         New       Save       Modify       Delete         Receive       Past Data       Key No.         Customer Search       Option:       Name       © Day
Keyword:     Period     11/23/2015     Whole     Save File       ID     Customer     Phone     Address     Balance
Phone 1     Phone 2     Phone 3     Phone 4       No,     No,     No,     No,       Name     SN     Name     SN       Addr,     Addr,     Addr,     Addr,

### Inputting Addresses

- Inputting address directly

Input the address directly in the 'Address' column.

### - Using the 'Address' button

Press the 'Address' button => The frequent stub address can be added by the 'Add List' button => Input the stub address and detailed address in 'Input Add.' column => Press the 'Address Move' button => The address automatically inputted in the 'Address' column of 'Customer Screen'.

### • Customer Search

- Search options

• Select one among the 'Name', 'Phone', 'Address' and 'Cus. no.' in 'Option' column => Input keyword for the selected one => Press the 'Search' button(You can search in part of the keyword).

• Select the 'Reg. Date' in 'Option' column => Select period => Press the 'Search' button

- Search all your customers

Press the 'Whole' button, and you can see all registered customers.



<Address Setting Screen>

### Customer Information Modification and Deletion

- Modification

Select the item to modify in 'Customer List' => Modify the contents => Press the 'Modify' button

- Deletion

Select the item to delete in 'Customer List' => Press the 'Delete' button

### • Registering Key Numbers

Select the customer in 'Customer List' => Press the 'Key No.' button => Register phone numbers (both phone number and mobile number can be registered).

### Diary Management

Press the 'Diary' button => It is possible to add a new note or to edit, or to delete it. The registered notes will be saved with the date and time.

### ◆ Viewing the Past Data

If you press the 'Past Data' button, you can see 'Reg. Date', 'Depart', 'Arrive', 'Driver', 'Through' and 'Fare'.

Depart	Arrive	Driver	Through	Fare
Dunsan-dong Dunsan-dong	Kung-dong Kung-dong	lee lee		7000 8000
	Depart Dunsan-dong Dunsan-dong	Depart Arrive Dunsan-done Kune-done Dunsan-done Kune-done	Depart Arrive Driver Dunsan-dong Kung-dong lee Dunsan-dong Kung-dong lee	Depart Arrive Driver Through Dunsan-dong Kung-dong lee Dunsan-dong Kung-dong lee

<Individual Specification Screen>

### ② Driver Management

### Registering Driver

Press the 'Driver' button in 'Receipt Screen' => Input driver name, mobile number, ID, password, etc.(ID and password is required to login from driver's mobile phone).

### Importing the Driver Files

Press the 'Get File' button in 'Driver Management Screen' => Press the 'Load' button in 'Get Driver Screen' => Select opening file => Press the 'Open' button

### Approval Process

The registered driver must be approved to do job. The approved driver is only able to login by the mobile. Press the 'Approve' button after selecting the driver to approve, and the driver is displayed in 'Approved Driver List'.

### Driver Fee Management

Total fees will be displayed in the 'Driver Management Screen'. If a driver made a payment to the company, select the driver and input the amount and the added amount is displayed. Total fees that registered items as 'Finished' state in the 'Search Screen' will displayed. If input the new charge amount to the driver, the finished record should be deleted. Then the amount of 'Proceeds' item does not showed.

Approved I	Driver List	Driver List								
ID	Name	ID	Name	Phone	Approval	Proceeds	Charge amount	Deduct amount	Balance	Memo
33 44	lee choi	11 22 33 44	kim park lee choi	01012345678 01098765432 01178902312 01178901234	Disapproval Disapproval Approval Approval	0	0 0 50000 100000	000000000000000000000000000000000000000	0 0 50000 100000	
								T.		
		JN.	ame 🗾 _	Search	Save File		Approve	New	Save	_
		- [		Whole	Get File			Modify	Delete	
		D	iver Info			64				
			Name jkim	w/////////////////////////////////////		In				1
			Phone 01012	345678	Passw	ord  11			Select	
			amount 0		Me	mo			Close	7

# 4.3 Order Management

The customer's order will be processed quickly and efficiently. and the state of the order will be displayed as 'Received', 'Progress' or 'Finished'. You can search about the order information by the driver name and the customer name.

### 1 Receipt

🖉 Quick_Callce	nter											_ 8
RECEIPT	INQUIRY	STATISTICS	CUSTOMER	CALL LIST	r sms	M	/INFO					
-Customer- Name Phone		Recver Ph.	Register	Cł Subcl	harge   harge		Driver Phone		Memo			
Depart				Request	Area				🗖 Send	I sms to cus	tomer	
Arrive				Addr	ess				Base	1	Used	
GPS	<u> </u>			Thr	ough			Card 🗡 💌	New	Re	gister	Modify
	Cancel	CCencel		N	otice				Book	ing Receive	ed Progress	Whole
Order	Receipt Tim	e Custor	mer .	Area	Dep	part		Arrive	Driver	Fare	Card	State
								S. 7				
Phone 1			Phone 2			P	none 3			Phone 4		
No.			No.			N	). 📃		1	lo.		
Name		SN	Name		SN	Na	me	S	N N	ame		SN
Addr,			Addr,				iar, j			laar, j		
											2015	-11-23 22:29:08

### <Receipt Screen>

### ♦ Receiving

- Receiving on 'Receipt Screen'

Press the 'Phone X' button that you want to answer. The customer information will be displayed on 'Receipt Screen', then you can start to process the order.

- Receiving on 'Customer Screen'

When the 'Receive' button is pressed after selecting the customer on the list, you can see the 'Receipt Screen'.

### ◆ Inputting Order Sheet

### - Input 'Depart' and 'Arrive'

The most recent data of the existing customers has been displayed. Press

the 'Depart' button or the 'Arrive' button. Select the address, and then input the detailed address directly.

### - GPS coordinates input

Enter the coordinates for the destination distance by calculating the coordinates of the GPS on extra charge

Automatically attached to the role of the



### -Select driver

By default, the quick-service driver are to connect to the mobile will be automatically selected.

### -After we receive the click of a button, enter destinations and rates

Receipt received registered on the list by clicking the button, the deputy and the driver of the mobile

You can select a customer searches.

### ◆ Unmanned center / order online and create a chain connection

Unicall / Quick unattended online customers are stored in the center / chain order online A method of document receipt.

First unmanned center / online center will be connected to an after written orders

### -Unmanned Center / chain connecting online

Unmanned centers and online chain connection in the following ways: Unicall / Quick is installed in the PC IP address or URL, type the following:

Ex) 118.42.65.169 / o or www.mutaltech.com/o

unattended Center

Go to the appropriate URL.

• online chain

Login required.

Customer Number : D Password : Password Login

After moving to the URL stored in the customer account number and password to the online chain of our customers to have a login screen and the like.

- Unmanned center / online order creating a chain

• unattended Center

Mutual access to unattended Center, baedalji phone number, cell phone number baedalji, baedalji address, enter a note and "accepting" When you click Unicall / Quick program and will be automatically received.

• online chain

After you log in, you can access the online chain will be automatically entered into mutual baedalji phone number, cell phone number baedalji, baedalji address, enter a note and "accepting" When you click Unicall / Quick program and will be automatically received.

### Modification and Deletion

- Modifying Receipt

Select the item to modify in the list => Modify contents => Press the 'Modify' button

- Deleting Receipt

Select the item to delete in the list => Press the 'Delete' button

### Confirming Information and Changing State

- Confirming information

Select the item in the list => You can see receipt contents of the customer.

- Changing state

• Manual change: Select the item in the list => Press one of 'Received', 'Progress' and 'Finished' button

• Automatic change: When the driver selects any customer in mobile, the state will be changed as 'Progress' automatically.

- When the driver presses the 'Service Completed' button in mobile, The state will be changed as "Finished" automatically.

- When SMS sending is checked, the state will be changed as 'SMS' automatically.

• Auto update time is 10 seconds. When the 'Received', 'Progress', 'Finished' and 'Whole' button is pressed, "Receipt List" be updated every time.

- View by state
- 'Received' button: Displays the list of the received state.
- 'Progress' button: Displays the list of the progress state.
- 'Finished' button: Displays the list of the finished state.

### Input Notice

Press the 'Notice' button => If you want to notify to the drivers, input the title and content. The drivers can see the notices on the mobile.

### ② Search

### Search List

- Search options

Select one among 'Name Search', 'Driver Search' and 'Date Search' in 'Option' column => Select date and time(When you select the 'Day', the 'Period' is set from 12 pm to 12 pm the next day.) => Press the 'Search' button

- Search all

'Press the 'Whole' button, and then you can see all registered customers.

uick_Callce	INOLIRY	STATISTICS	CUSTOMER		SMS						
-	INGUINT		COSTOMEN		0000	INTIN O					
-Customer-				1 0							
Name		Besuer Dh		Charge Suraba		Driver		Through			
Phone		necver Pil,		Surcha	ae l	Phone		Memo			
Depart				- Not	°	Card	<u> </u>		I		
Arrive				Area				M	lodify [	)elete	Save File
-Search Lis	:t										
Option:	Customer N	ame 💌		C	Day 🔿	Week 🔿 Mor	ith C Whole			Seat	ch Whole
Keyword	:			Period 11/2	:3/2015 💽	~ [	11/23/2015 🖵			ocu	
Order	Receipt T	ime   Cus	tomer	Depart		Arrive		Driver	Fare	Card	Finish Time
L											
<u> </u>								in			
			Dhope 2	1		Dhope 2			Dhopo	4	
			Filone 2			Filone 3			Filone	<u>+</u>	
Vo.			No.			No.			No.		
lame		SN	Name		SN	Name		SN	Name		SN
						6 4 4 4			6 4 4		
\ddr,			Addr,			Addr,			Addr,		

### Modification and Deletion

- Modifying Receipt

Select the item to modify in the list => Modify contents => Press the 'Modify' button

- Deleting Receipt

Select the item to delete in the list => Press the 'Delete' button

• Confirming Information and Changing State

Refer to " Confirming Information and Changing State" of " Receipt"

### ♦ chain look up online

Received a list of the features of the query "online" chain features unique to online customers create their own chain, you can view the status of the order.

- Online chain queries

• according to the order you have created, the driver will be assigned, the status is "received" in the "progress" of change, and the name of the driver, the driver phone number and placement of time and will be displayed as shown below.

# 4.4 Sales and Business Management

Detailed volume of sales and sales revenue will be displayed periodically and characteristically. You can manage efficiently sales and business to analyze the information you want.

### ◆ Sales Analysis by Item

Select one among 'Customer', 'Driver', 'Fare-Day' and 'Fare-Month' in 'Analysis Item' => Select date and time => Press the 'Analyze' button and the analyzed results will be displayed in 'Analysis List'

🗑 Quick_Callcenter							
RECEIPT INQUIR	Y STATISTICS CUSTO	MER CALL LIST	SMS	MYINFO			
-	Analysis Condition						1
		Analysis Item Cu	ustomer	•		Analyze	
						Save File	
		💿 Da	ay 🔿 Week	O Month O Wh	iole	Print	
		Period 11/23/	2015 💽 ~	11/24/2015 💽	1		
	Statistics					_	
	Name		Nu	mber	Amo	unt	
	· · · · · · · · · · · · · · · · · · ·						
	<u>L</u>						
Phone 1	Pho	ne 2		Phone 3		Phone 4	
No.	No.			No,		No.	
Name	SN Name		SN	Name	SN	Name	SN SN
Addr,	Addr			Addr,		Addr,	



### Print Analysis List

To print the contents of the analysis item, press the 'Print' button.

# 4.5 Supplementary Functions

They are optional and supplementary functions. They are very convenient and you can manage the center easy and efficiently.

### ① Call List

It displays the call list. 'Call List Screen' will be displayed if the 'CALL LIST' button is pressed.

Quick_Callce	INOLIEV					MVINEO				6
	Custo Nam Phor Addr	mer Inform ne E	nation	Phone		Call Tim Merno	B			
	-Call L	.ist				Save File	Send SMS	Delete	Whole	
	Cu	is, No, 📋	Customer	Phone		Address		Time	State	
Phone 1			Phone	2		Phone 3		F	hone 4	
No.			No,			No,			lo,	
Jame   Addr		SN	Addr		SN	Addr Addr	AS 4	I Na	ame   .ddr	
			riddi,	1						

### <Call List Screen>

### ◆ Call List Display

Going to the 'Call List Screen' from another screen or being pressed the 'Whole' button in the 'Call List Screen', the updated latest information is displayed. 'Name', 'Phone', 'Time' and 'Phone X' is displayed in 'Call List'. When you select an item in the 'Call List', the customer information is displayed.

### ◆ Call List Deletion

Select the item to delete in the list => Press the 'Delete' button.

### ② SMS Sending

Pressing the 'Subscribing' button in 'MyInfo Screen' and getting a membership, then SMS can be used. Press the 'SMS' button to see 'SMS Screen'.

### ♦ Receiver Input

- Search customer => Select the customer in the list => Press 'Select' button(the number of people may be selectable)

- Re-entering receiver

Press the 'Delete' button => Do as 'Receiver Input'

### <SMS Screen>

### ◆ Contents Input

- Directly inputting contents

You can input message in 'content' box not exceeding 80 bytes. 'Used' is the number of used SMS characters.

- Re-inputting contents

You can re-input any new massage by pressing 'New' button.

### ♦ Sending SMS

Press 'Send' button to send SMS.(All who are in 'Receiver' will be sent

simultaneously.)

### ③ Data Portability

### ◆ CSV File Portability

Data of all CSV files is interoperability.

- Saving CSV file

Press the 'Save File' in the 'Customer, Receipt and Search Screen' => Select the path and file name => If you press the 'Save' button, items will be saved in .csv file. The file name is created by the date and time.



ex) 'CustomerList\_06m01d2009Y 14H02M.csv'

### - CSV file conversion

The .csv file can be registered in DB. Press the 'Get File' button and then 'Data Registration' will be displayed.

Press the 'Get' button => Select the file to open => Press the 'Open' button

The contents of the file is displayed in 'Data Registration' screen. Press the 'Change Clmn' button, then column's name is changed and saved in 'Change Column Name'. If Press the 'Initialize' button, the column's name be initialized.

The contents of the file displays in 'Data Registration' screen. Press the 'Change Clmn' button, and then column's name change and save in 'Change Column Name'. If Press the 'Initialize' button, the column's name be initialize.

	1001033	rnone	Mobile	E-mail	Organization	Duty	Biz						
ldong 3 m	SF,Fine B/	0428252535 0428252537	01012345678 010123456	gildong@mu	mutaltech		825						
e irk		0428252538 0428252539	0109876543 0101593576					Contraction of the		an a		-	
ioi		0428252536 0117891236						Ch	ange Co	lumn l	Vame	9	
								1	Name	•	7	Duty	2
		u.		j			>	2	Address	•	8	Biz Phone	2
oup List	Key No. L	ist	Dia	ry List			1						1
ame	Name	Phone	M	emo	Date	Time		3	Phone	<u>•</u>	9	Fax.	
			-					4	Mobile	•	10	URL	ŀ
t CSV File			Get DB	С	lick	F		5	E-mail	•	11	Memo	1
Get	Char	Cimn	Regional N		Get			6	Organizati	or 💌	12	Group	1

### Excel Portability

- Saving Excel

Press the 'Save File' button in 'Customer, Receipt and Search Screen' => Select the path and file name => If you press the 'Save' button, items will be saved in .xls file. The file name is created by the date and time. Ex.) 'StatisticsInfo\_06m01d2009Y 14H03M.xls'

# 5. Management Center

# 5.1 Management Center Operating

Acceptance of the entire call center management center to integrate and manage all functions related to driver and proxy the ability to manage the information. Management agency, where the driver of a gold filling.

### ① reception function

Receipt of each customer through a call center on behalf of the operation requests received and processed. 4.3 For more information, please refer to receipt of order management in ①.

### 2 driver management

Belongs to the entire call center to manage all the information of the driver and the customer's request to a mobile phone call from the driver to a double-clicks on the process.

### ③ premium rate function

To calculate the distance to the source and destination after a certain distance per charge is added to the distance function can be set. • Registration for driver

Reception, select "Drivers" button => the driver's name, phone number, username, enter the password and other registration information. (Username and password to log on the phone proxy when the driver is required.)

### ◆ The driver information file save / load

Management window, the driver 'File Import' button click => bring up the Select File => 'Open' button click



### approval process

Currently enrolled in quick-service chauffeur service, you need to be approved. Only authorized drivers can log in to a mobile phone. Authorize the driver to select the "Accept" button is pressed, "approved driver list" is displayed.

### driver management fees

Valet driver chauffeur service management window displays the fare. If you have deposited in the company driver to select and enter the amount of the deposit balance is calculated and displayed. The chauffeur service rates are "query screen" to complete the state as long as the record is stored and displayed combined. Deposit all amounts deposited with complete record of the driver, you must delete the "income" amount of the item is not displayed.

### ◆ Management fees charged

Under the administrative center of the fees charged per set if gold falls onto the mobile phone and the disapproval of the status changes can not be accepted (the administrative center of the force being accepted at the time of approval). Haejusyeoya than fees charged per transaction and the approval is received is available on mobile phones.

### ◆ Registration Information

Registering Care Center received notification from the premium rate setting and the distance between the driver and the customer can be set.

RECEIPT SEARCH DRIVER	CUSTOMER STATISTICS SMS REGISTER MYINFO
RECEIPT SEARCH DRIVER	CUSTOMER       STATISTICS       SMS       REGISTER       MYINFO         Distance       Registration       Save       Customer and Driver is registered distances in meters.       Cancel         Surcharge       Registration       Basic After       2000 (m) Increases whenever       Save         Area       Registration       Cancel       Cancel       Cancel
	Area : Save Modify Delete

Registration Information Registration screen Athabasca distance can be set in units of m and 1000m is set to 1000 and showed 1km 1km radius of the customer and have the reception desk in the ring to alert you. (Applications only)

Registration premium 1000m is also expressed in m units will be set to 1km to.

Example) 4000m 1000m since 1000 at a premium to each increment -> Origin and destination, the default rate is less than the distance of 4km

Origin and destination, if the distance is more than 4km every 1,000 won extra 1km

If the distance is 5km base rate +  $\forall$  1,000

# 5.2 Web Center

Unicall / Quick is installed in the PC's IP address or URL, type the following  $% \left( {{\left[ {{{\rm{C}}} \right]}_{\rm{T}}}} \right)$ 

Ex) 118.42.65.169/o or www.mutaltech.com/o





Login required.

Customer Number : D Password : Password Login

Wincall / Quick is installed in the PC's IP address or URL of the registered favorites simyeon haedu easily available.
 Log in

On the login screen stored in the customer management center number and a password to login.

💆 Quick_Serve	er									-01	d X
RECEIPT	SEARCH	DRIVER	CUSTOMER	STATISTICS	SMS	REGISTER	MYINFO				
		Customer									
		Name		Cus, No,		Co, Name		Duty			
		Phone		Mobile 📔		Phone		Fax			
		ID		PWD 🔽		Deposit	1	Input			
		Address				Balance	[				
		GPS		ļ		Memo					
		Base Fee		Base Street	m	Diary					
		New	Save	Modify	Delete	Receiv	2 _ P	ast Data	Key No,		
		Customer Sea	arch								
		Option [	Name 🔄	-	🕶 Day 🕜	🛾 Week 🥤 Mont	h 🤆 Whole	Search	Get File		
		Keyword 🛛		Period [1	1/22/2015	• ~ 11/23/	2015 👤	Whole	Save File		
		ID	Name	Phone		Add	ress		Balance		
		8									
		1					-				
										2015-11-2	2 23:18:55

<Customer number and password management center>

### ♦ accepting

After entering data in the web force accepting the names of customers, the corresponding log will be accepted.

Enter the address of the location of the input method is go looking for when pressed will move the map around that. Map the mouse wheel up and down to set up and move if printed in full color map zoom in / out and move and hold the point position can be set precisely.

	Unicall/	Quick WebPOS
Area Diamondbar	Receipt Dest. Phone Destination Diamondbar 34.0286226 117.810367 Book AM 12 : 0 • 0 • Memo Receive	were logged. Logout
tatus of receipt lo. Receipt Registration Number hours	Reservation Assigned Departu	Completed L are location Arrival location Charge Driver Name Driver Phone State No result

<Reception Screen>

### ♦ Reserve

After entering data in the Web Force Reserve after the scheduled check time.

After pressing accepting the reservation is received by the standby state when it is time to turn to the state after the receipt of the driver can be assigned.

### ♦ Reception Cancel

If you received the wrong data to the corresponding receipt number, enter the case number of the data will be erased by pressing Cancel.

# 6. Smart phone App

### 6.1 Main Screen

"Smart-UnicalIMQ", has been installed in the Driver's smartphone running the applications When the main screen appears as follows.

UnicalIMQ Main Screen				
Pro List	Menu	End		
[ Information received ]				
[ Info		ress		
Phone No. :		Call		

### ① [Menu] Button

When you click the menu button to perform the functions menu screen appears.

### 2 [End] Button

Button to exit the application for the phrase "Exit Smart-UnicalIMQ."

Seems to connect with the server will be shut down.

### ③ [Progress List button]

Click the list button to continue the progress the contents of the list in turn come part way out of the camera



Progress in the above list, select your screen, proceed as follows: For more information on the list will be displayed.



### [Complete statistics button]

When you click the button to complete the number of their complete list of brief Will appear as shown above.

Complete list of simple thing you want to see more information about one of the simplest complete list

When you click in the completion of more information will appear.

# 6.2 Using Main Screen

UnicalIMQ Main So	creen		
Pro List	Menu	End	
[Information received] Depart: 631-641 Union Ave, Brooklyn, NY Arrive: 1070 E New York Ave, Brooklyn, NY Charge: 0			
[ Info Phone No. :		call	

### ① Reception Contents

While the driver is connected to the control center program operators unspecified:

Upon receipt by the driver's smart phone is connected on the main screen, As shown above contains information received will come.

### 2 Reception



The receipt of the information received to the receipt of the above information, click

Messages appear in the middle of the screen is the main screen, press the received

Disappear from the message received and the receipt of information, progress information is displayed on success

If you click Delete, the main screen will be cleared from the list.

### ③ Progress contents

UnicalIMQ Main Screen			
Pro List	Menu	End	
[ Info Phone No. : 00 Depart: Unior Arrive: 1070 F NY Charge: 0 Other:	Irmation recei	rass ] Call Map n, NY re, Brooklyn,	

Upon successful receipt of the following information about the progress information is displayed.

If you click the content, and the front desk the following message screen will appear

When pressed to accept that Sahal group can wait.

In addition, the [Call] button When the customer is automatically connected to the call.



# 6.3 Using menu screen

From the main screen, click the menu button to the menu, the following screen appears.



[Main screen] Button
 When you click the button to go to the main screen

[1.Complete statistics] Button



If you click the button, and the number of their completed and income will appear.

### ③ [2. Notice] Button



If you click the button "Quick" Notice of program input Recent announcements of one of the [Registration Date Time Title Content] First, as you can see above.

### ④ [3. My Information] 버튼

My Information	
Menu	
Number: 5	
Income: 4000 Commission: 0	

If you click the button to see their information, and

[The number of charging import fees balance] in order above screen appears.

# Unciall/Quick

Quick Service System at the Rate of Distance

Korea MutalTech, Inc. 5F, FINE B/D, 479-8, Kung-Dong, Yuseong-Gu, Daejeon, 305-335, Korea Tel. : +82 42 825 2535 Fax. : +82 42 825 2537 http://www.mutaltech.com