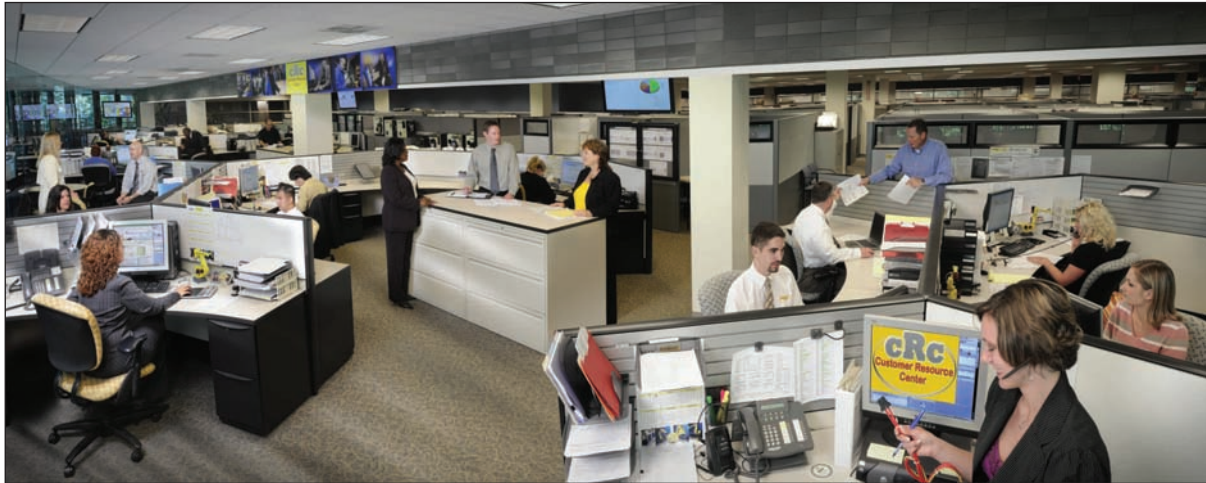


# FANUC Robotics World-Class Call Center

FANUC Robotics is continuously redefining the performance of a traditional customer support call center. Our objectives are the ease of doing business and improving customer satisfaction. We accomplish this by investing in automation and the industry's best people to create the most responsive and advanced call center.



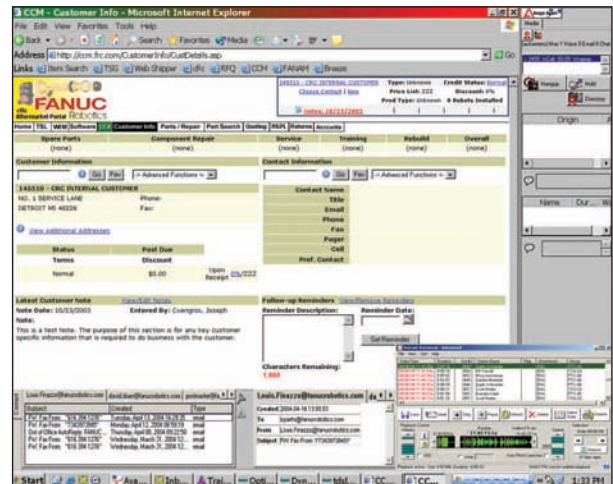
**FANUC**  
Robotics

**A team of the industry's best people are three steps into the call before answering.**

- Highly-knowledgeable call center personnel technically skilled to respond to customers.
- State-of-the-art technology which provides fast and accurate customer information at a moment's notice.

Single database tools that provide faster response time:

- Intelligent routing based on automated customer recognition.
- Call routing to agents based on customer product and technical specialties.
- Repeat calls are routed to same agent within 36 hours.
- Calls routed to local service engineer by customer's region.
- Call center pop-up screens provide agents with customer contact, product type and complete call history information.
- All calls are recorded for quality and training purposes.



**Call Center Telephone Numbers:**  
1-800-iQ-ROBOT (477-6268) - United States and Canada  
1-248-377-7159 - International

**Website: [www.fanucrobotics.com](http://www.fanucrobotics.com)**

# Call Monitoring Command Center

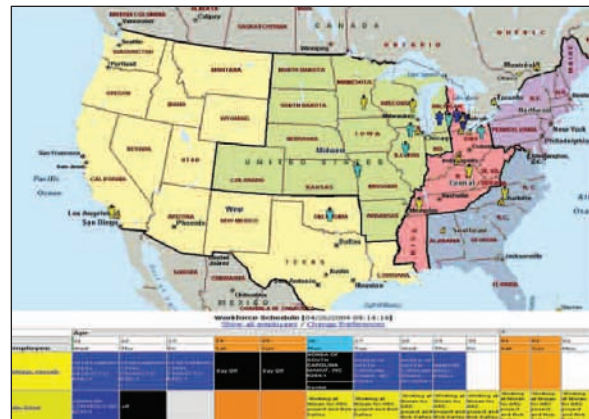
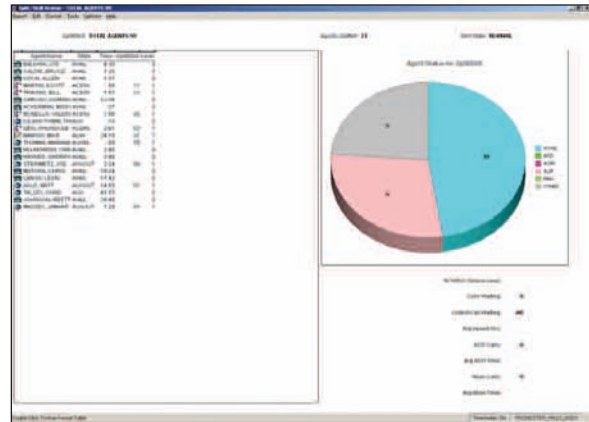
The Call Center uses LCD monitors to display visual aids.

Color graphics provide real-time status of current customer calls.

- Staffing availability by skill set.
- Call status by queue and agent.
- Call monitoring tools for responsiveness.

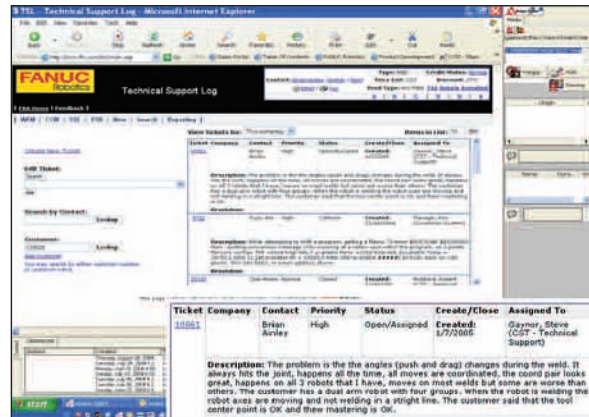
Mapping tools provide real-time status of technical service workforce.

- Shows current geographic location of technical service engineers.
- Displays present and future assignments.
- Improves response by dispatching the nearest engineer to your facility based on present location.
- Assigns technical service engineers based on individual product knowledge and troubleshooting skills.



All technical issues called into the Technical Support Group are tracked through FANUC Robotics' Technical Support Log.

- TSL email notification is sent to the customer for a newly-opened case and again when the case is jointly closed.
- The TSL database is used to record the corrective action, hours worked and parts used for the Field Service Report (FSR).
- TSL controller error code lookup and solution.
- The TSL generates robot Bill of Materials by F number for part identification.
- Complete case history by customer and robot F number.
- Real-time troubleshooting using all FANUC platform controllers while on the phone.



Our advanced Call Center supports your Parts, Technical Service and Training needs 24 hours, 7 days per week.

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