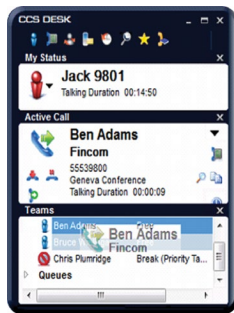


# Contact Center Solution

## Intelligent Multi-Channel IP Contact Center Solution



[ iPECS CCS Dashboard ]



[ iPECS CCS Desk ]

Ericsson-LG Enterprise offers contact center solution that covers from small to medium business with two types of products. iPECS CCS(Contact Center Suite) is a professional multi-channel IP contact center solution best integrated with iPECS platforms. And iPECS Report Plus is designed for simple contact center with embedded ACD in call server.

### iPECS CCS

iPECS CCS is a multi-channel contact center solutions package for SME. Its multiple channels in comprehensive all in one solution provide seamless connections for your smart customer services.

#### Best suite for small and medium sized contact center

- Cost effective bundles for basic contact center with iPECS platforms
- Flexible add-on and optional modules for additional functionality
- Easy installation and operation with intuitive and simple functions
- Embedded CRM interface for major CRM solutions

#### Multi-channel all in one solution

- iPECS CCS enables you to provide smart customer service enabling customers to communicate any way they choose
- Managing telephone, e-mails, voice mail, fax, SMS, web call back, call back in queue, web chat and social networking
- Different rules for each media or channel
- Virtual server support for multi functional servers
- Agent use the iPECS CCS Desk agent for multimedia call handling

#### Next generation customer contact

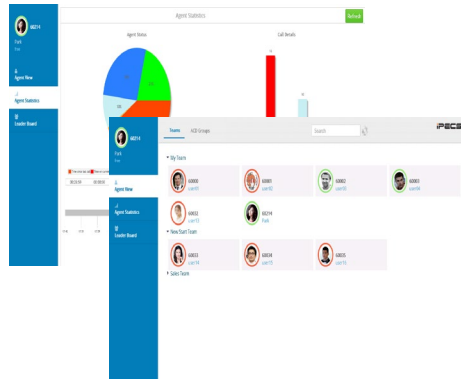
- Enable consistent cross channel communications
- Social Network Solution supports most popular medias(Twitter and Facebook)
- Multimedia outbound Tele-Marketing
- CRM integration for better service for customers and business integration
- Expert contact leveraging Unified Communications Solutions increase productivity and improve customer service by providing first contact resolution

#### Web based reporting tool

- Real-time monitoring and historical reports on a range of call accounting, billing, call analysis, etc.
- Integrating with voice recording or CRM/Database in the contact center to show comprehensive reports
- Business intelligent Dash Board

iPECS CCS consists of basic package and modularized options for special functions

- Basic package
  - CCS Q : Multi channel inbound CC
  - CCS Desk : Agent's desktop software
  - CCS Report : Monitoring and report
- Optional modules
  - CCS Call : Multimedia outbound CC
  - CCS Chat : Web chat and instant messaging clients
  - CCS Social : Social networking with Twitter and Facebook
  - CCS IVR : Interactive voice response
  - CCS Record : Voice recording
  - CCS SMS : SMS server(TBD)
  - CCS Survey : Survey for customer service measurement
  - CCS Coach : Coach for agent training



[ Agent Statistics and Web Client ]



[ ACD Dashboard and Reporting Display ]

## iPECS Report Plus

iPECS Report Plus business reporting module delivers historic and current information on business communications, supporting better analysis and decision making.

### Service and performance monitoring

In today's fast moving, service oriented environment, providing customer service and managing resources efficiently are key objectives. iPECS Report Plus provides an intuitive tool to monitor customer service and the operational performance of your business. You can easily check and analyze if your level of service and staffing are adequate, resulting in better business planning.

### Business intelligence dashboard

iPECS Report Plus provides business intelligence dashboard, real-time dashboard screen and threshold alerting service that is user configurable. Whether you need telephone call accounting statistics, or contact center real-time information for a wallboard, iPECS Report Plus dashboard has the answer. User configurable interface that lets you control what you want to see. You can design your own business intelligence center and then create thresholds and targets. It gives you complete control on how you are alerted when those targets are reached.

### Embedded ACD and ACD Report

iPECS Report Plus gathers ACD information from the call servers embedded ACD. As ACD information is embedded, every call is distributed automatically based on call information. The key feature of embedded ACD is agent monitoring and reporting. Managers can get agent's status, break time, number of calls etc. Statistics of agent's activity are provided with a diverse report format. Managers can get a report from the web and also through the dashboard. Efficient monitoring and fast decision making are possible utilizing the ACD information provided to managers through the dashboard.

### Agent Web Client

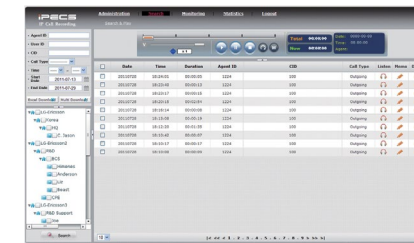
Agent Web Client is web based tools for agent reporting and performance review. Users can easily login/out without inputting a code using a desktop phone. After a one time login, a user can connect his/her desktop phone to the contact center system. Once a user is logged into the system, the presence is integrated between the Agent Web Client and the desktop phone. Managers can easily monitor real-time ACD agent statuses and history. Agent statistics are provided as a ticker-tape, pie and bar chart. Through client statistics, a manger can easily manage an agent group for business productivity.

### Features

- Proprietary protocol between the call server and reporting server instead of TAPI
- Automatic scheduling of reports to print, e-mail or file(PDF, Excel)
- Call distribution based on built-in ACD functionalities of call server
- Saving and displaying call traffic and ACD data
- Real-time information display about every call including agent status and action
- Personal statistics for agent reporting and performance review
- Agent Control by supervisor in Agent Web Client
- Over 80 powerful reports for system performance, service levels, grades of service and agent/team evaluation
- Powerful carrier tariff interface - resulting in enterprise grade reporting
- Accesses anywhere - use dashboard in the company or remote office
- Wallboard and alert management
- Simple for user to configure and create multiple dashboard screens

## iPECS IPCR

### IP Call Recording Solution



[ iPECS IPCR ]

iPECS IPCR(IP Call Recording) is a call recording and monitoring solution tightly integrated with iPECS platforms optimized for small and medium sized offices and contact centers. iPECS IPCR is designed as a simple and cost- effective solution, while it delivers powerful value added features. iPECS IPCR can meet the needs of robust call recording to ensure regulatory compliance and quality management.

### Real-time monitoring and recording single server for all terminals

- Automatic call recording and on-demand recording
- No additional hardware or cabling required
- IP, digital and SLT extension recording
- Graphical agent status monitoring : Idle, log in/out and busy
- Live agent call monitoring with a click of mouse
- On-demand recording of the entire call, simply press call recording button any time during the call
- Voice packet encryption and call recording at the same time
- Remote maintenance and automatic alarming

### Remote call recording

- Record calls to remote branch, home office and road warriors
- Conversations are saved in a central or remote servers
- Remote packet trans-coding and relay via VOIM
- Multiple codec selection depending on network condition(G.723/G.729)
- Up to 10 systems register and record to a single iPECS IPCR server

### Search and play recording

- Web based search and play
- Keyword search : Period, hour, agent, DIC and incoming/outgoing
- Directory search : Group or agent selection
- Built in media player : Play, stop, pause, marking and speed control
- Server status and memory monitoring

### Distributed recording

- Flexible deployment without limiting functionality
- Traffic balancing and employing through local iPECS IPCR servers
- Local traffic saved in local servers : Regional agents and local conversation
- Support server redundancy for local survivability
- Up to 10 iPECS IPCR servers register and record calls from a single call server

### Intuitive display of statistics

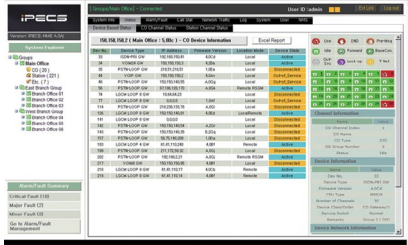
- Usage statistics graphs : Table, bar chart and line graph
- External calls, internal calls and average talking time
- Hourly, daily, monthly, yearly data and per agent data
- Web display and excel file downloadable
- User base access level management

### Conference recording

- From 3 up to 32 party conference recording
- Mixing multi party conversation paths into one path via MCIM
- Any iPECS IPCR registered participants can save the conference

# iPECS NMS

## Multi-Site Management Tool



[ iPECS NMS ]

iPECS NMS(Network Management Solution) is a powerful tool for managing fault information, monitoring real-time status, maintaining call statistics and databases of multiple iPECS platforms and switches. iPECS NMS is a web based application enabling communications managers to access iPECS NMS via Internet Explorer from any PC. It employs standard SNMP (Simple Network Management Protocol) to identify and “trap” events should a problem occur.

### Fault management and real-time system monitoring

- Monitoring registered systems in real-time to deliver fault and alarm event statistics
- Automatic e-mail alerts defined as critical by the system manager
- Network topology diagram as tree or circle format including zooming and exporting

### System information management

- A list of the resources and components for all registered systems including call servers, gateways, terminals, soft phones, and software associated with systems and components

### Various traffic statistics

- Easily analyzing the traffic data to determine under or over usage of resources and usage trends to adjust system configuration
- Detailed and summary data for call accounting and cost allocation

### Switch information management

- Real-time CPU and memory utilization
- Switch and port related information and configuration