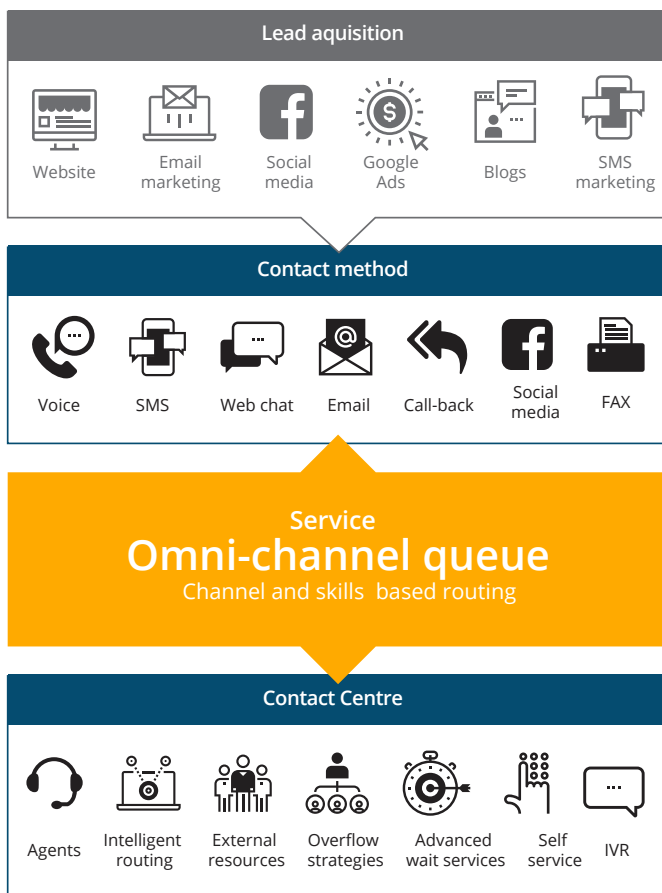


Omni-channel Contact Center, iPECS CCX

Contact centers are now omni-channel, swiftly and professionally responding to your customers across a broad range of interaction channels. Your customers want you to respond immediately, accurately, in the manner they choose and they expect you to have their details already to hand.



Omni-channel Contact Center solution

iPECS CCX goes far beyond traditional ACD systems, providing you with an array of communication channels such as voice; SMS; email; fax; web-chat; web-call-back; call-back-in-queue and social media connections, meaning you can connect on any level.

iPECS CCX for all business size and types

iPECS CCX is for all business types. Whether you are small, medium or a large enterprise, whether you are in one office or in various geographical locations or utilising remote workers, you can now offer the key requirements for successful and modern customer experience.

Instant business transformation

Integrate with your current CRM and applications with the contact center solution. Use Click-to-dial from Outlook, CRM, database or anywhere in Windows. Receive incoming calls' automatic screen-pop with caller's details. Set availability and easily identify the status of other users and ensure calls are directed to the best person for the job. Monitor and analyze your team's performance with data dash board. Transform your business instantly with iPECS CCX simplifying your business infrastructure and enhancing your customer experience.

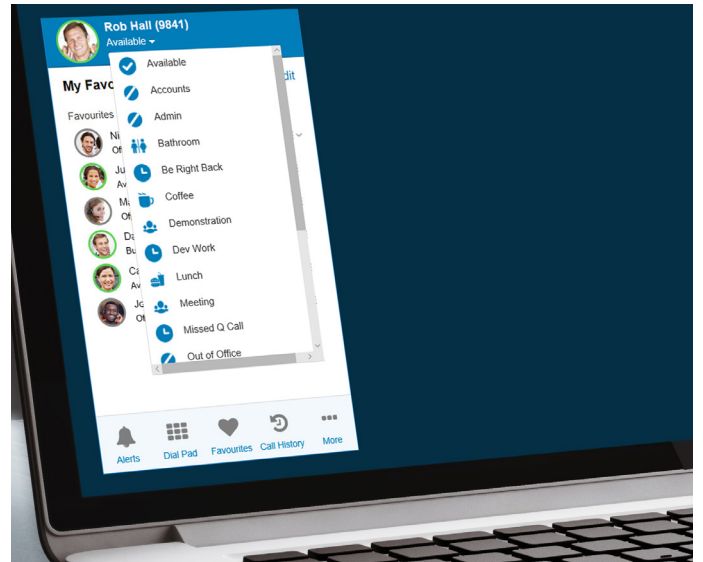
Make it easy for your customers to communicate however they want, wherever they are



Presence status display

iPECS CCX has iPECS CCX Desk modular feature integrated as default that enables your PC experience seamless when engaging your customer with full support service. With the iPECS CCX desk, users can quickly and easily update their status to any one of the options predefined by the administrator.

It displays the status of other users and how long they have been away. If a user wishes to contact another user who is currently unavailable, they can message them or even set an alert to identify when that user becomes available.

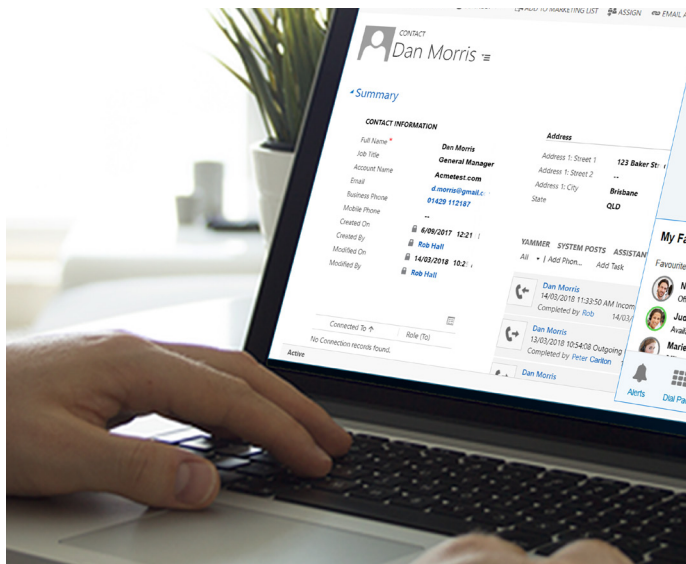


Contact detail DB integration

iPECS CCX Desk allow agents to access the caller's detail immediately, enabling them to answer with a warmer, more professional welcome.

By integrating into your Customer Relationship Manager (CRM) or database, calls are automatically matched with contacts in your system and the customers information is presented in a screen-pop right on the agents' desktop.

When used in conjunction with Outlook, CRM or a database, previous calls are logged and all the customer history (including recorded calls where applicable) are easily accessible at the click of a button.



Call management

Calls can be answered, put on hold and transferred with the click of a button. Agents can select from a range of transfer options; they can SMS or instant message colleagues or have iPECS CCX Desk alert them once a busy user is made available.

This intuitive and flexible system ensures an efficient and cost-effective platform for your organization, whilst providing the highest quality customer experience.



Business intelligence reporting

iPECS CCX has iPECS CCX Report Plus modular feature integrated as default that has web interface for users' real time monitoring and analysis.

The solution offers powerful reporting tools for system performance, service levels, grades of service and team evaluation. Because "what gets measured, gets managed".

Reports may be set to be emailed automatically on your own schedules and delivered directly to your email, or run ad-hoc reports and create your own filters for deep analysis of your business and team performance.



Measure your key business metrics

Measure staff efficiency to improve productivity and customer service. Tracking account codes for project and item billing will give you insights in managing your business.

With automatic report scheduling you can manage workflows when you print, email or export to file (CSV, PDF, Excel). In addition, Multi-user and multi-site support will give you the seamless monitoring experience.

Powerful supervisor's monitoring tool

Due to the flexible web based architecture, supervisors can log in and monitor their teams from anywhere using the powerful tools integrated into iPECS CCX Desk with iPECS CCX Report Plus, all included in iPECS CCX as a default.

Supervisors can see a log of all the calls made or taken by each agent and when used in conjunction with iPECS CCX Record, individual calls can be played back at the click of a button. Including iPECS CCX Record, there are many modular features that can be additionally integrated to the solution.



A modular suite of customer experience applications tailored to your business

iPECS CCX technology is a modular range of customer experience applications enabling you to pick and choose what works for you. These can be delivered individually or integrated together for a complete business solution.



CCX Call

iPECS CCX Call is the Evolution of the outbound contact centre with true omni-channel reach. A blended environment that means your team connect with more people and create more opportunities.



CCX Coach

Build skills, confidence and improve the performance of your team. iPECS CCX Coach features agent evaluation and training management tools including questionnaires, an e-learning library, reporting and agent assessment.



CCX PICM

Protect and selectively display your personal information. iPECS CCX PICM provides security to protect personal information.



CCX IVR

Allow your customers to save human resources for complex and more personal tasks. iPECS CCX IVR is a powerful Interactive Voice Response Engine and Management Module that offers sophisticated features and a highly configurable IVR designer tool.



CCX SMS

Ensure inbound SMS messages get to the right person using the skills based routing functionality of iPECS CCX SMS. Easily send SMS directly from your PC or reach all your clients with SMS marketing directly from your database or CRM.



CCX Chat

iPECS CCX Chat enables instant sales leads by allowing visitors to initiate a web chat straight from your website. Chat is fast becoming the channel of choice for customer service and is the perfect complement to our iPECS CCX omni-channel contact centre solution.



CCX Social

Connect with your customers via social media. iPECS CCX Social offers powerful queue management, distribution tools and skilled based routing to ensure social media enquiries are directed to the best person for the job.



CCX Survey

Create your own surveys with iPECS CCX Survey to measure customer service and translate the feedback into profitable growth.



CCX Record

Add iPECS CCX Record call recording and reporting with PCI DSS compliance.

Essential for any organisation, call recording provides undisputed facts about calls, resulting in more rapid dispute resolution.

iPECS CCX Record also allows you to monitor and improve your customer service through listening, training and compliance with the requirements of regulatory bodies.

- Ensure compliance with regulatory bodies. Ensure compliance with regulatory bodies.
- Prove adherence to the business requirements of your clients.
- Improve staff capability through listening and performance review.
- Improve service delivery through accurate recording of the facts.
- Resolve 'who said what' disputes quickly and without concession.
- Pinpoint top performers skills to help less successful colleagues.

Minimum PC requirement :

- Processor: CPU Intel Xeon / Pentium 2 GHz or higher
- Memory: 2 GB or higher
- Hard Disk: 80 GB Minimum (installation)
- OS: Windows 7 or Windows Server 2012
- Display: XGA 1024 x 768

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG Enterprise shall have no liability for any error or damage of any kind resulting from the use of this document

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