

# Intelligent Interactive Voice Response, iPECS CCS IVR

iPECS CCS IVR is a powerful Interactive Voice Response (IVR) Engine and Management Module designed to offer very sophisticated features with a user configurable interface that uniquely provides a IVR designer tool in a flow chart design. The CCS IVR Designer tool allows for advanced users with no development experience to be able to configure and administrate their own IVR systems and processes.

## **Business efficiencies and lower costs**

iPECS CCS IVR offers businesses the technology to provide services online via the telephone 24 hours a day, without operator involvement taking care of transactions and services that do not require personal interaction.

With self-service based on the customer information across interaction, business operation can more efficiently operated. Examples include entry of customer details, payment by telephone, call routing, telephone booking and much more.

## **Enrich customer relationships**

CCS IVR can enrich and expand customer services, especially when integrated with CCS Q. It allows callers to enter their details while in a queue and have CCS IVR ring them back when an agent is available to take their call, allows customers to enter their PIN or invoice number so that the agent has all the details to hand when their call is answered and more.

## **Create new services**

CCS IVR enables businesses to provide services they previously couldn't, whether by offering services 24 hours a day, new services such as payment by telephone, or directed personalization such as recognition of the caller or their reason for calling - before the call is answered.

## **Empower your business**

CCS IVR includes a unique Designer Tool so that those businesses that wish to can take

on simple administration tasks and changes and even design their own complex IVR scripts and features.

## **Graphic based Scrip Designing Tool**

CCS IVR provides a sophisticated tool that allows IVR and Call flow script to be designed in a graphical user interface that shows the steps in a flow chart manner. Administrator or manager can easily set the flow with various icons.

## **Customer Pin Code verification**

Route callers to CCS IVR to collect a unique customer PIN to then allow access to personal information or customized services. Personalized Routing By either Caller ID or customer PIN Entry - CCS IVR can then access your customer database or CRM and look-up specified customer service fields that determine how the call can be routed when integrated with CCS Q.

## **V-Commerce**

CCS IVR scripts can be developed to provide online customer payments and real time verification in conjunction with compatible e-commerce systems.

## **Account status**

CCS IVR scripts can be developed to provide customer information or account status after online pin verification.

## **Help desk status**

CCS IVR scripts can be developed to provide customer help desk ticket status after online pin verification and ticket ID entry.

## **Personalized call forward**

CCS IVR scripts can be developed to provide a range of personalized call forward options for special or VIP clients.

## **Service bureau & billing functions**

CCS IVR can provide complete reporting and service billing of functions utilized when integrated with CCS Report. Telephone Access and Billing CCS IVR scripts can be developed to provide telephone services via Pin Code Access and the billing information per account provided when integrated with CCS Report.

Connect customers  
with Self-Service  
enriching your  
business and  
customer relationship

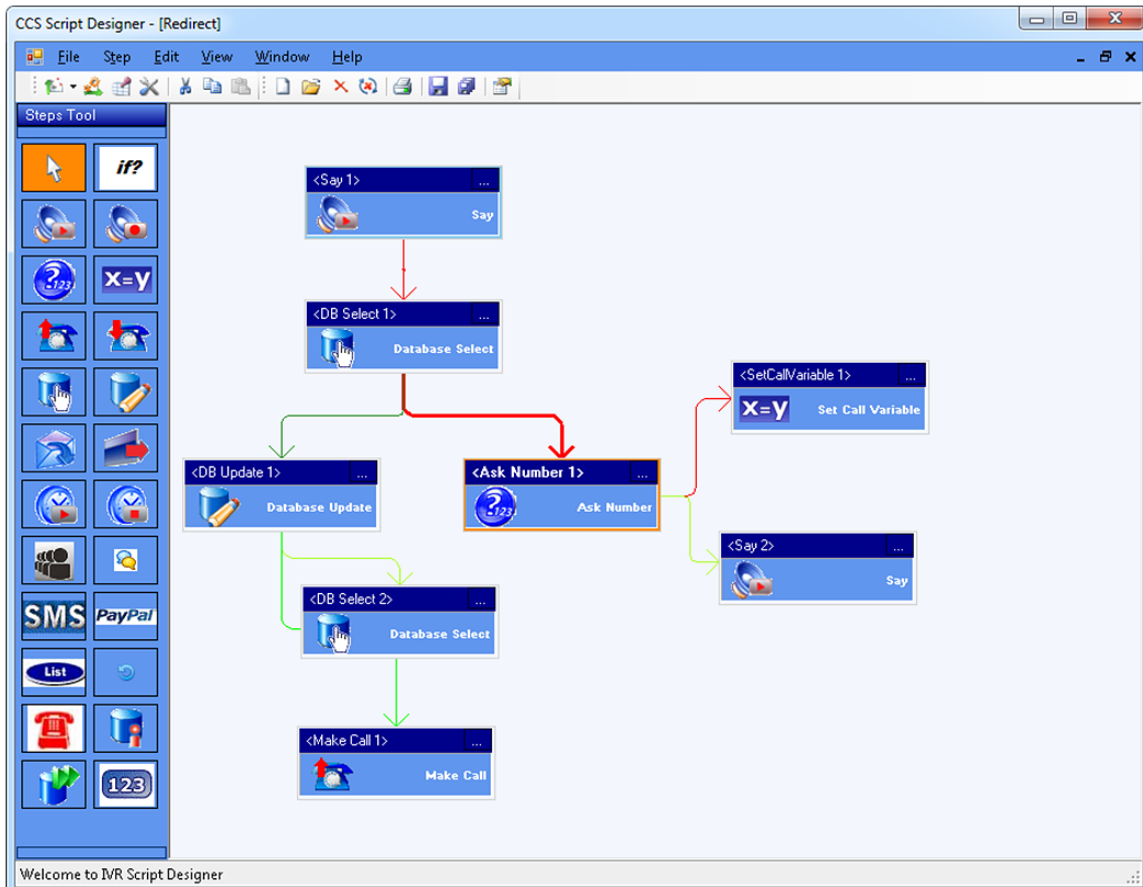
## Business Benefits

- Lower costs by enabling more customer self-service
- Enrich customer relationships by allowing them access to their account information 24/7
- Create new services that generate more revenue
- Empower your business and differentiate yourselves from the competition

## Features

- CCS IVR - IVR Designer Tool
- CCS IVR - Real Time Monitor board
- CCS IVR - Reports Generator
- SQL Database architecture
- Customer database or CRM integration
- Microsoft engine based Text to Speech

SCREEN DISPLAY FOR iPECS®CCS IVR SCRIPT DESIGNER



GRAPHIC: SCRIPT DEVELOPER FOR CCS IVR WHERE YOU CAN ENTER THE PROCESS OF THE IVR

## Related ERICSSON-LG iPECS CCS Modules

- CCS Desk: Agent Desktop Client
- CCS Record: Integrated & Flexible Voice Recording
- CCS Report: Call Accounting & Business Intelligence Reporting
- CCS Q: Multi-Media Contact Centre

## 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 2008 Server
- Display: XGA1024 x 768

iPECS is an Ericsson-LG Brand

