

# Intelligent Multi-channel IP Contact Center, iPECS CCS Q

iPECS CCS Q manages your customer enquiries more efficiently whether by phone, e-mail, text, web chat, or even Facebook and Twitter. The flexible and easy call flow and business process design tool make your Customer Service and Multi-channel contact management simple.

## All-in-one multi-channel contact center solution

iPECS CCS Q is the most affordable professional Customer Service and Inbound Multi-Media Management & Reporting system for any business. CCS Q provides your business with the means to route and manage your customers and provide them options on how they want to contact your staff, in the best possible way. CCS Q offers powerful Skills Based Routing and Automatic Call Distribution with variable Announcement Management options that provide your business with state-of-the-art Contact Center Technology. Agents can log in and out of CCS Q and all the data from queues, traffic and agents is logged and reported on by CCS Report. It can be shown to your team in real time with our Business Intelligence Dashboard, providing businesses a powerful and integrated solution that can grow as you grow.

## Performance & Results monitoring

iPECS CCS Report is integrated with CCS Q providing powerful reports for your inbound customer service channels and individual and team performance. Review resources you have to see that business targets are being achieved. With a well designed routing and agent plan you can analyze important information on your business. Ensure auditing and compliance guidelines are being met with complete history of all calls and activities.

## Professionally manage one of your most important business needs - your customers calling you

Your customers calling you whether you are a formal call center managing inbound calls or an informal call group that collectively provides

a specific service or business function, CCS Q can help manage inbound call routing and call queue requirements improving the experience for your customers and your own people

## The Possibilities are endless - give your customers options and/or automate your ability to service them better

iPECS CCS Q allows for a range of routing possibilities that allow your customers to choose how they contact you rather than just leaving them in queues – route to other groups, leave voice mail, transfer overflows to other offices, employ skill-based routing to the best trained team members, or even let them hang up but keep their position in your queue and you call them back. And with CCS Q's multi-media options handle E-mails, texts, Facebook and Twitter requests in the same way as you would handle a voice call providing your customers with the options that they deserve.

## Call-Flow Designer

Our simple drag and drop tool for designing the call flows for your business—make changes anytime without needing to learn complex software and rules.

## Workflow engine

Set the rules and best practices and let CCS Q do the rest. Skills based routing, powerful overflow rules, automated options for callers.

## Business process automation

Powerful rules and workflows together with the CCS Software Development & API Kits enable tight integration to your business processes and technologies.

## Multi-Media communications

Let customers communicate how they want, CCS Q will manage E-mails, faxes, SMS, web call back, call-back in queue, Web chat and more

## Social Media integration

Twitter and Facebook are increasingly becoming part of the commercial landscape and businesses need ways to manage staff and meet their services quality - add CCS Social to manage your customers Social Media dialogue with you

## Smart agent desktop

CRM integration, Click to dial and answer, presence, messaging, drag and drop call control, online call information and much more

## Business Intelligence reporting

Smart Dashboards, Web browser Reporting, automated E-mailing of reports. Powerful filters and over 150 reports covering traffic analysis, grade of service, agents performance and more

## Outbound & Tele-marketing

Whether you have a part-time Tele-Marketing requirement or you are a full time Outbound Call Center, add CCS Call for Preview, Progressive & Pre-Emptive modes at affordable prices

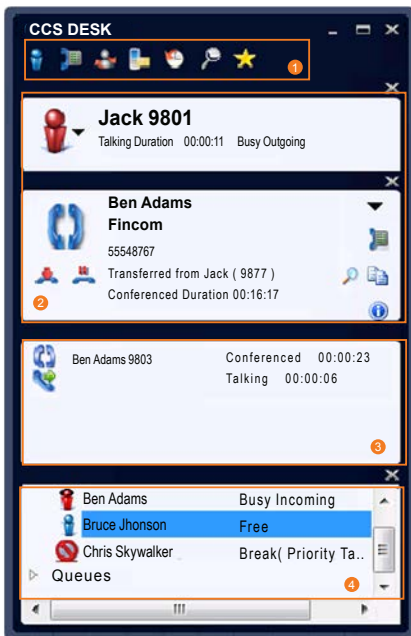
Next generation multi-channel solutions make your contact center simple and powerful.

## Features

- Real-Time Administration Interface: with live agent details and statistics
- Range of ACD Queue Management Call Distribution Mode
- Real-Time agent management and queue management
- Skills-Based Routing: enables your highest priority callers to be connected with the best qualified agent.
- Configurable Announcement Manager: easily customize the announcements your customers hear while holding.
- Auto-Attendant: with estimated wait time and position in queue
- Queue Priority and Overflow Management
- Drag and Drop Agents and Callers: giving you the simplest and greatest control over the call
- Configurable Threshold alarms: so KPI's are managed and not exceeded
- Database/CRM Integration: use an out of the box configuration or our API gateway to program your own
- Integrated Reporting over 200 Reports

- Configurable Completion & Wrap Up Codes: giving management visibility over what has occurred on each call
- Configurable Agent break-out Codes: report on your agent's time
- Optional Call-Back in Queue Module: so your customers can hang up but maintain their position in the queue.
- Optional CCS Call Module for Tele-Marketing call blending so one agent can manage both in-coming and out-going calls
- IVR Automated Response: Add CCS IVR and offer your customers automated services on-line via telephone 24 hours a day, without operator involvement taking care of transactions and services that do not require personal interaction
- Voice Recording: Add CCS Record for many businesses recording telephone calls is a necessity - Record All, On Demand or Random, integrated with CCS Report, CCS Record can also store the recordings in your CRM

### SCREEN DISPLAY FOR iPECS@CCS DESK



① CCS Desk options that can be shown or hidden by clicking the icon:

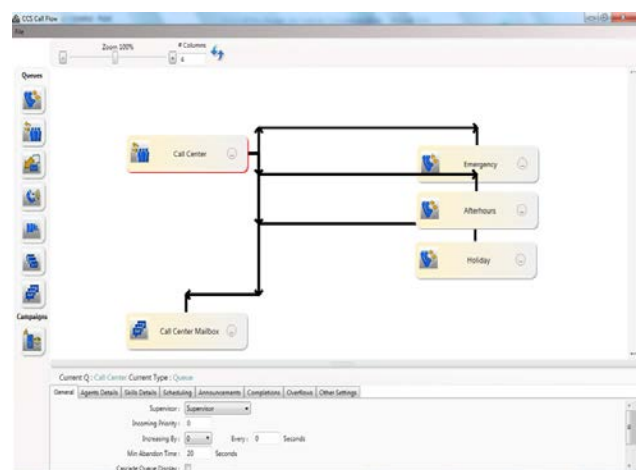
- My Status
- Active Call
- Teams
- CCS SMS
- History of calls
- SMS and voice recordings
- Speed Dials.

② My Status screen where a user can update their presence. This also gets updated automatically when on a phone call or break

③ Conference screen

④ My Team, ability to assign agents to your team and see their presence at a glance. Easy double click to call, calendar presence and alert me when free

### CALL FLOW DESIGNER



## 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 IVR: Intelligent Interactive Voice Response (IVR)

## 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: XGA 1024 x 768

iPECS is an Ericsson-LG Brand

