

Integrated Voice Recording, iPECS CCS RECORD

iPECS CCS Record is a powerful and flexible Voice Recording Solution with optional integration to desktop applications such as Outlook or your Customer Relationship Management System(CRM) or Database.

Meet service demands

For many business, recording telephone calls is a necessity-whether the recording forms part of a business contract, or is required as a failsafe or is required for documentation- voice recordings a serious business technology today.

Improved staff capability for better service

Staff can benefit greatly from being able to record calls on-demand from a complex telephone call, a customer compliant or simple note taking.

Performance monitoring

In today's modern business environment, providing quality service is a key objective. CCS Record provides a low cost method to monitor staff performance on the telephone and use the information for quality management and training.

Encryption

The recordings are stored on disk using the AES encryption standard. This is the advanced Encryption Standard, which has been adopted by the US government as their recommended standard in 2002. CCS Record uses Microsoft's own implementation in .net.

On Demand

CCS Record allows you to record conversations on the telephone at the click of an icon in CCS Desk and then have the recorded conversation stored under the Microsoft Outlook or CRM contact record. Replay messages

by clicking on the CCS Record message and played back via your PC Multi-Media speakers. Messages can be easily E-mailed and forwarded.

Record All

CCS Record optionally allows the administrator to set CCS Record settings for assigned users to record every voice conversation and store the files to a central location for review and/or archive as applicable - the recording can also be available to be stored under the Microsoft Outlook or CRM contact record as standard. Replay messages by clicking on the CCS Record Message and played back via your PC Multi-Media speakers. Messages can be easily E-mailed and forwarded. Optionally the Record playback tab on CCS Desk can be screened from the agent so that recording playbacks are only available by the administrator.

Random Record

CCS Record optionally allows the administrator to set CCS Record settings for assigned users to randomly record voice conversations and store the files to a central location for review and/or archive as applicable. As with record all calls, the Record playback tab on CCS Desk can be screened from the agent so that recording playbacks are only available by the administrator.

Conditional Record

CCS Record optionally allows the administrator to set call completion categories to be presented to the agent which then can

also where the recording filename can be appended with codes configured into the call completion activity.

With the inclusion of CCS Report, this becomes your voice recording search and replay interface all via your existing web browser – and of course you have all the functions that CCS Report provides for your business reporting needs as well.

Consider the fantastic advantages of having your call reporting integrated with your voice recording !

- Every time you run a call report on statistics or call traffic and it was voice recorded there will be a voice recording link ready for you to simply click and listen.

- Integrate your voice recordings into your CRM or customer database linked to the caller records

- Create smart business workflows where reports are automatically E-mailed out by CCS Report

Ensure you have the right facts. Review the actual conversations and analyze them. These improve service level and staff capability.

Business Benefits

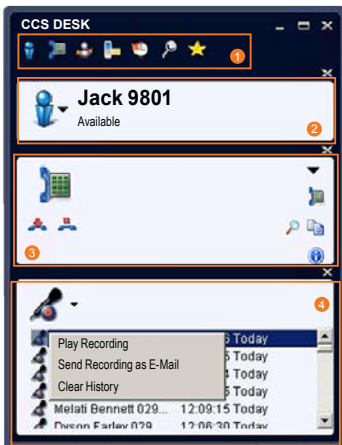
- Customer Service demands - Accountable service delivery to their customers
- Business regulation audit needs
- Staff training and performance monitoring – Improve customer retention through excellent service
- Business reporting integrated with CRM and telephony information
- Minimize liability, protect against abusive callers
- Compliance with legislation - Implement best practices

Features

- Record All Calls or On Demand or Random Calls
- All Recording can be controlled from your desk when integrated with CCS Desk
- Link recording files to date, time, agent name, Call completion codes and customer name
- Auto-link to CRM or Outlook customer records when integrated with CCS Desk

- Allow/Disallow user playback and E-mail of recordings direct from CCS Desk client
- Server based fault tolerant Voice recoding over Analog, Digital, SIP Trunks or Analog Extensions
- Works over Terminal Services, Thin Client and internet/WAN (please check with iPECS CCS for connection methods)
- Centrally manage user control and access and location of file storage - CCS Report Business Intelligence Reporting search facility quickly locates voice recordings for play back
- Create Agent profiles for management
- Organize recordings storage centrally by agent name or queue/campaign if integrated with CCS Q or CCS Call
- Encrypted recordings for security and legal purposes
- Efficiency and Time Saving - Create smart business work flows where reports are automatically E-mailed out by CCS Report that contain the voice recordings of those calls
- Payment Card Industry (PCI) compatible (requires CCS Desk)

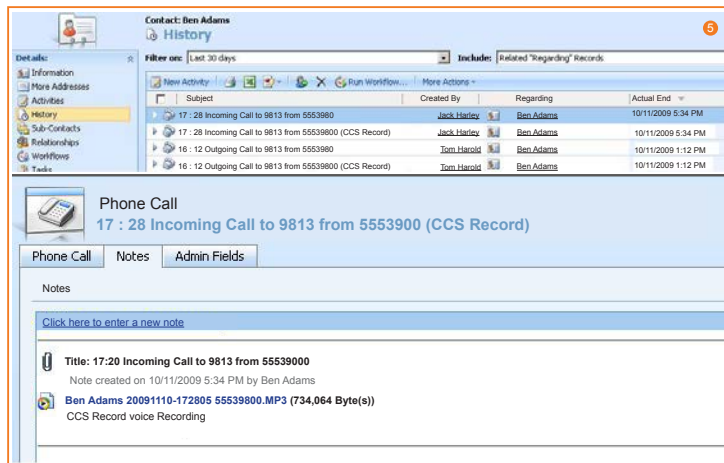
SCREEN DISPLAY FOR iPECS@CCS RECORD



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

- My Status
- Active Call
- Teams
- CCS SMS
- History of calls
- Search facility
- Speed Dials.

CCS RECORD - INTEGRATION WITH CRM, OUTLOOK OR CUSTOMER CONTACT DATABASE



- ② My Status screen where a user can update their presence. This also gets updated automatically when on a phone call or break
- ③ Active call screen, screen popping of incoming/outgoing calls, enables drag and drop transfer features. Ability to have specific scripts pop per DDI, also ability to enter notes against a call that stays with the call
- ④ History of voice recording where you can listen to the voice recording or even send in an E-mail.
- ⑤ CCS Record Integration with CRM so that you can link the voice recording to the contact that called in CRM

Related EERICSSON-LG iPECS CCS Modules

- CCS Desk: Agent Desktop Client
- CCS Report: Call Accounting & Business Intelligence Reporting
- CCS Q: Multi-Media Contact Center
- CCS Call: Multi-Media Outbound & Tele-Marketing Call Center
- 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: XGA1024 x 768

iPECS is an Ericsson-LG Brand

