

# All-in-one Agent Client, iPECS CCS DESK

iPECS CCS Desk links your most important tools - the PC, inbound and outbound telephony control and internet media. Your contact centers can create advanced business efficiencies with simple and easy to handle and manage multi-channel contacts and with inbuilt CRM integration.

## Link your most important business tools

iPECS CCS Desk link your most important business tools such as PC, telephone and internet and create advanced service management and business efficiencies with CCS Desk's inbuilt CRM integration interface. CCS Desk can be used standalone or integrated to Outlook, Customer Relationship Management System (CRM) or Database, Microsoft Access and many other Windows Based applications. You can even just highlight any number in Windows and Right-Click to Dial, it's that easy! All standard telephone controls such as answer, hold, re-dial, conference and transfer are now easier and in fact better supported it can be done right from your PC. CCS Desk also provides advanced functionality for use in businesses, such as a real time management screen for the Administrator, configurable break types to indicate individual user 'presence status' and optional voice recording functionality, utilizing the CCS Record voice recording option module.

## Manage your telephone calls easier

Click-to-Dial - Set up CCS Desk with your customer database and simply click to dial your

contacts – if you don't get through the name of the person and their number is listed in the re-dial list for recall.

## The first steps of your Contact Center

CCS Desk provides powerful contact center type features that you can grow with – integrating with CCS Report for full business reporting on CCS Desk. Users dial from anywhere in Windows - just right click on any number in your PC desktop - whether it be an E-mail, web page or Word document - and then select 'Yes' to Dial.

## Screen Pop on incoming call

Integrate CCS Desk to your customer database and have the correct customer details automatically 'popped' to your screen when you are receiving incoming calls.

## Drag and Drop Telephony controls from your desktop

Answer, Hold, Retrieve, Transfer, Conference, Speed Dial, Re-Dial and more, all available from your PC screen - no more trying to remember complex keypad codes and faster respond to customers requests

## Business Benefits

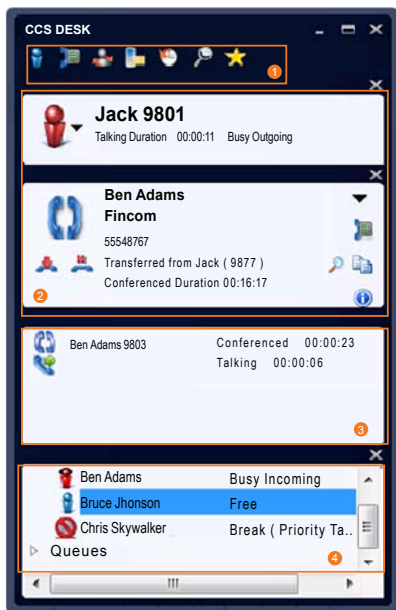
- Improved staff capability for better service
- Increased productivity without needing to change interfaces between media
- Better call management
- Improved workflow, presence management and communication
- Transparency of information across the business



## Features

- All Telephony controls from your desktop
- Click to Dial - Screen Pop on incoming call
- Built-in Database & CRM integration: GoldMine, ACT!, Salesforce.com, Microsoft Dynamics CRM, Microsoft Outlook CRM, Microsoft Access, SalesLogix, Maximizer and SugarCRM
- Compatible with most CRM and customer database with API
- Log history to your CRM
- Review staff and colleagues status with CCS Desk 'presence' management
- Manage your calls with speed dials, re-dial, missed call and received call lists
- DDS Desk Manager provides a powerful tool for administration and overview of the CCS Desk
- CCS Desk is modular : from personal tool to Business Communications or Call Center agent module
- CCS Desk becomes the log-in, break-out manager, wall board and completion and account code entry point
- Log-in to CCS Q for inbound queue management
- Log-in to CCS Call to join a CCS Call Tele-Marketing Campaign
- All team activities and performance records are stored directly to CCS Report for reporting and analysis
- Record calls on demand, all calls or randomly with CCS Desk with optional CCS Record module
- Optional - Integrated Reporting, Analysis and Billing with CCS Report
- Optional - Integration to SMS with CCS SMS

### 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
- Search facility
- 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

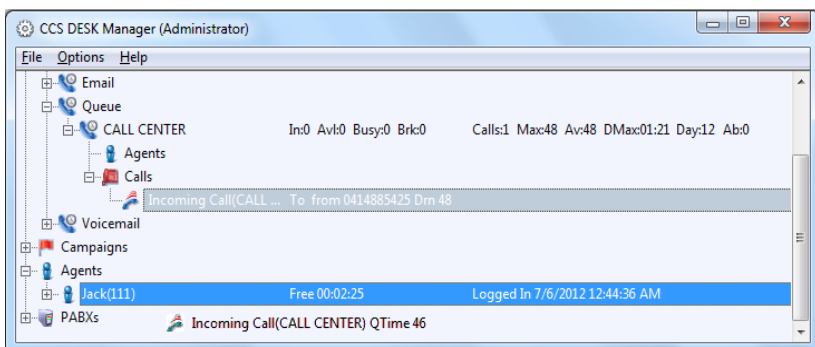
③ Conference screen

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

⑤ Active call screen, screen popping of incoming/outgoing calls, enables drag and drop transfer features

⑥ Telephony desktop features enabling call functions on the desktop

### SCREEN DISPLAY FOR ADMINISTRATOR OR SUPERVISOR



## Related ERICSSON-LG iPECS CCS Modules

- CCS Call: Multi-Media Outbound & Tele-Marketing Call Center
- CCS Record: Integrated & Flexible Voice Recording
- CCS Report: Call Accounting & Business Intelligence Reporting
- CCS Q: Multi-Media Contact 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

