

Deliver Better Analysis, iPECS CCS REPORT

iPECS CCS Report business reporting module delivers historic and current information on a companies business communications, supporting better analysis and decision making. All businesses need to live by the laws of efficiency, speed and great customer service. Creating exceptional value with the highest effectiveness is the goal and it is through measuring performance that businesses can ensure they meet these critical benchmarks.

Service and performance monitoring

In today's fast moving, service oriented environment, providing customer service and managing resources efficiently are key objectives. Do you have enough sales staff to take calls? Are there adequate service staff? Are telephones being answered in a timely manner – or are you losing customers and business?

iPECS CCS Report provides very intuitive tool to monitor the customer service and operation performance of the business. You can easily check and analyze if your level of service and staff are adequate and it results in business planning.

Business Intelligence Dashboard

iPECS CCS Report provides business intelligence Dashboard, a web-based, real time dashboard screen and threshold alerting service that is user configurable. When the CCS Report is utilized in conjunction with iPECS CCS, your business is accessing the latest in technology solutions for business intelligence, delivering real-time alerting as well as trend reporting.

Whether you need telephone Call Accounting statistics, or Contact Center real time information for a wallboard, CCS Report dashboard has the answer. A user-configurable interface that lets you control what you want to see. You design your own business intelligence center and then create thresholds and targets. It is simple to use and it gives you complete control on how you are alerted when those targets are reached.

Review staff performance

Provide reports on team or individual performance, from costs to activity reporting on how many calls have been made or received.

Contact Center management

Whether you manage an inbound, outbound or combination contact center, monitoring resources and evaluating performance and costs is paramount. CCS Report provides an advanced range of features to meet Contact Center needs, from sophisticated agent productivity & activity reporting to cost allocation and billing of services. All of this is supported by real time tools such as CCS Desk manager and CCS Report dashboard for proactive contact center management.

Billing and Cost allocation

The CCS Report charging modules help for billing and cost allocation by extension or to division allocated by the Directory. It also provides service bureau and billing functions with complete reporting and service billing of functions utilized and output directly to a bill report.

Check your Telecom Bill

Have the means to check telecom bills against your own data collected and ensure you are not getting overcharged. Identify services that are no longer required.

Account Code for project/item billing

Utilize account code capability within your telephone system to identify and select individual calls back to a central account for services billing and reporting. With this function, CCS Report serve accountability of costs back to divisions. Company can allocate costs to teams or divisions for internal chargeback of company costs.

Business Benefits

- Measure and improve staff efficiency, productivity & customer service
- Better KPI management leading to enhanced contact center service levels
- Increase profitability
- Decrease data mining tasks with historical customer archives-quicker business resolutions
- More accountability by cost allocation
- Increase customer loyalty & satisfaction
- Manage billable services
- Manage your key business metrics better by utilizing a configurable web based business intelligence Dashboard with real time indicators and alerts.

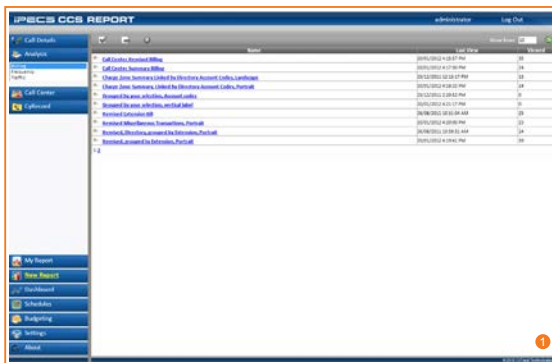
iPECS CCS's dynamic and reliable reporting tool enables better analysis and quicker decision making for your business.

Features

- Service or Performance Monitoring allowing you to better understand your business
- Powerful Business Reporting Suite for call reporting, analysis and escalations
- An easy to use Web based client
- SQL database architecture & SQL Reporting Services report architecture
- Powerful Carrier Tariff interface - resulting in enterprise grade reporting
- CCS Report is compatible with most telephony platforms

- Directory and Information Services
- Serial & IP call logging
- Over 200 powerful reports for system performance, service levels, grades of service and agent/team evaluation
- Integration to other iPECS CCS modules & third party applications
- Automatic Scheduling of reports to print, E-mail or file (CSV, PDF, Excel): meaning you can set and regularly get your critical reports
- Self Configurable web Dashboards with real time graphs, speedometers and charts including multimedia alerts to screen, E-mail or SMS based on thresholds

SCREEN DISPLAY FOR iPECS@CCS REPORT



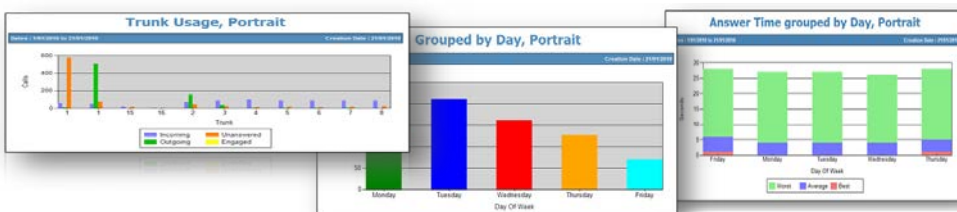
- ① CCS Report screen, where you can create reports and save them as a custom report, schedule reports to be E-mailed or saved to the server file share.

REAL-TIME STATISTICS AND ALERT MANAGEMENT CENTER



- ② Real time statistics and alert dashboard

EXAMPLE REPORTS



Related Ericsson-LG iPECS®CCS Modules

- CCS Desk: Agent Desktop Client
- CCS Record: Integrated & Flexible Voice Recording
- 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

