

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

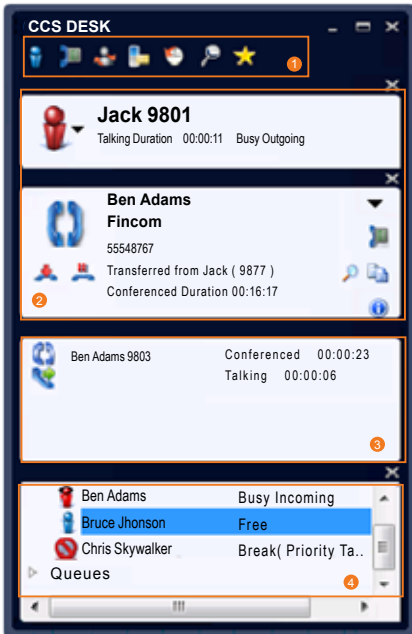
Next generation multi-channel solutions make your contact center simple and powerful.

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:

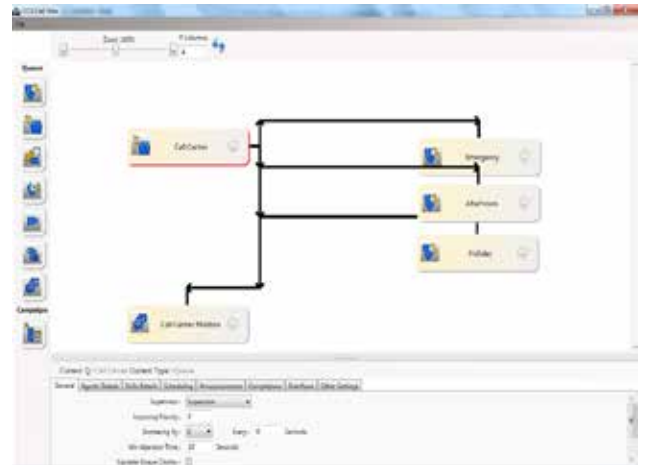
- My Status
- Active Call
- Teams
- CCS SMS
- History of calls
- SMS and voice recordings
- Speed Dials.

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

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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

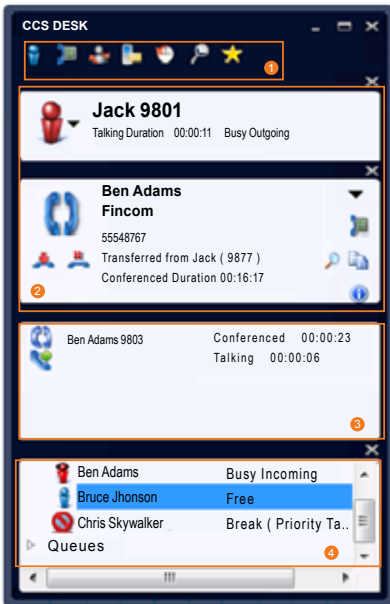
- Improved staff capability for better service
- Increased productivity without needing to change interfaces between media
- Better call management
- Improved workflow, presence management and communication
- Transparency of information across the business



Features

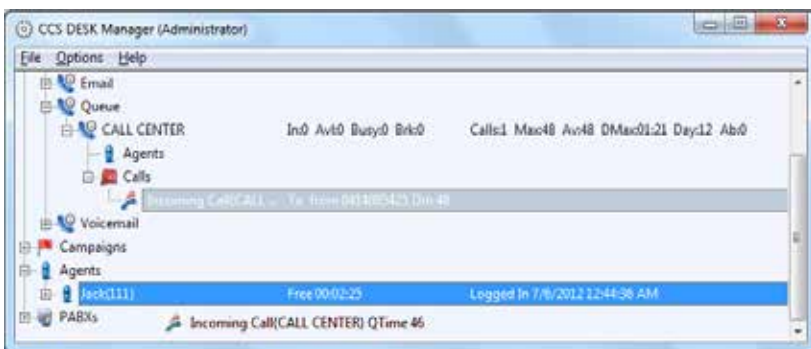
- All Telephony controls from your desktop
- Click to Dial - Screen Pop on incoming call
- Built-in Database & CRM integration: GoldMine, ACT!, Salesforce.com, Microsoft Dynamics CRM, Microsoft Outlook CRM, Microsoft Access, SalesLogix, Maximizer and SugarCRM
- Compatible with most CRM and customer database 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

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- CCS Record: Integrated & Flexible Voice Recording
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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



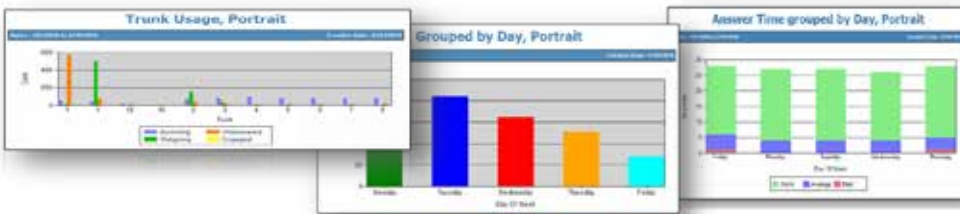
- ① CCS Report screen, where you can create reports and save them as a custom report, schedule reports to be E-mailed or saved to the server file share.

REAL-TIME STATISTICS AND ALERT MANAGEMENT CENTER



- ② Real time statistics and alert dashboard

EXAMPLE REPORTS



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Multi Media Outbound Call Solution, iPECS CCS CALL

iPECS CCS Call is the outbound Tele-Marketing & Call Center solution that revolutionizes the way you do business. Its innovative software combines your telephone and information technology, to deliver the best results from your telemarketing campaigns.

Manage your Campaign

Managing and measuring the performance of your telemarketing and customer contacts is a business necessity. By deploying iPECS CCS Call, your business will minimize the cost of customer acquisition, retention and management. Using the latest advancements in CCS Desk, managers can now start and stop telemarketing campaigns at a push of a button and measure a campaign's effectiveness in real-time at a glance of a screen. Customers can be set to be automatically called back if the first attempt was unsuccessful and CCS Call ensures that your team does not call the customer repeatedly with the same message from multiple agents, or worse - call customers that have deemed to not be contacted again. Many international government and industry guidelines now call for compliance to 'do not call' lists, it is the responsibility of call centers to meet these guidelines.

Real-time Agent management

Manage the campaign as it happens, as a supervisor you have access to the real time activity of the campaign and agents. By configuring Agent break-out codes, you are able to control who is logged in to make calls, take breaks and even reassign them to different campaigns. When a call has completed, agents can be prompted to enter a preconfigured completion code, which is immediately reportable on CCS Report and CCS Dashboard.

Compliance and the Do Not Call registers

To avoid large fines and disgruntled prospects managers can schedule a campaign to Auto Able or Disable, to correspond with the expiry

dates of marketing 'washed' lists. This will minimize the chance of calling customers on the Do Not Call registers and potential regulatory fines.

Never dial the wrong number again

iPECS CCS automated dialing method's mean your staff need never dial a wrong number again. The campaign dialing methods of CCS Call allow three different automated dialing modes 'Preview', 'Progressive' and 'Preemptive'. Two other manual methods include 'click to dial' and 'Copy to dial'. This computer aided dialing allows hands free dialing for the agent and a much more efficient operation.

Increase revenue

Improve sales and increase revenue by making more calls per hour by minimizing agent down time. CCS Call allows management contact center teams in the most comprehensive fashion, so that they are performing at the optimum level.

Performance & results monitoring

CCS Report is a customized view of the campaign showing real time statistics. Displaying these key statistics on a large screen can be used to motivate staff and by using the 'Ticker Message' can advertise a promotion or incentive. 'KPI Alarms' attached to Dashboard can automatically alert management or staff when benchmarks have been reached. In depth analysis of campaigns and calling activity can be obtained from CCS Report. Managers can run or subscribe to over 150 different historical reports. CCS Report can provide call accounting and visibility to areas of the campaign that are not immediately identifiable.

Enhanced customer relationships

Enhance the quality of your customer relationships by increasing the effectiveness of your Customer Relationship Management Software (CRM). A CRM integrated with CCS Call allows your staff to see the history of your calls in CRM and enable 'click to dial' functionality from your CRM contacts. CCS Call immediately integrates with the world's most popular CRMs and with our API you may be able to integrate your existing CRM, to deliver a better customer experience. What is the API ? We have created special software development kits that your own technology specialists or partners can easily use to embed our controls into your own app and talk directly to our reporting engine and dashboards. These can create truly specialized applications to work with your IT strategy and architecture.

Combining proactive contact with multiple media helps agent empower and delivers exceptional customer experience.

OUTBOUND DIAL MODE

Preview Mode

In Preview Mode, the system will 'pop up' the next selected target details, allowing the agent to view pertinent details like business name, contact name and contact number. CCS Call will then dial the number when the Agent clicks 'dial'. When the agent has finished the call, they can complete any wrap up details and then the next target screen pop is raised and the Agent clicks 'dial' when ready. In this mode the Agent controls the pace between each call.

Progressive Mode

In Progressive Mode, the next selected target details pops up and after a predefined set interval is automatically dialed by CCS Call without agent intervention. When the call is completed, the agent has a set time to complete details, before the next target is popped and dialed. In this mode the administrator is enforcing the pace between each call.

Pre-Emptive Mode

Many people think of a 'predictive dialer' when they ask for this type of functionality. The CCS Call Pre-Emptive Dialing Mode dials the selected numbers and determines whether they are a 'positive' connection, as in a IVR person, or 'non-positive', as in whether answered by an answering machine, facsimile, a modem or whether it's a busy or engaged signal. 'Positive' connections are immediately transferred to

an agent, whilst the system can retry the 'non-positive' connections on a specific campaign level retry basis, set by the campaign manager. The management interface allows for configuration of ratios of agent to callout patterns and agent availability.

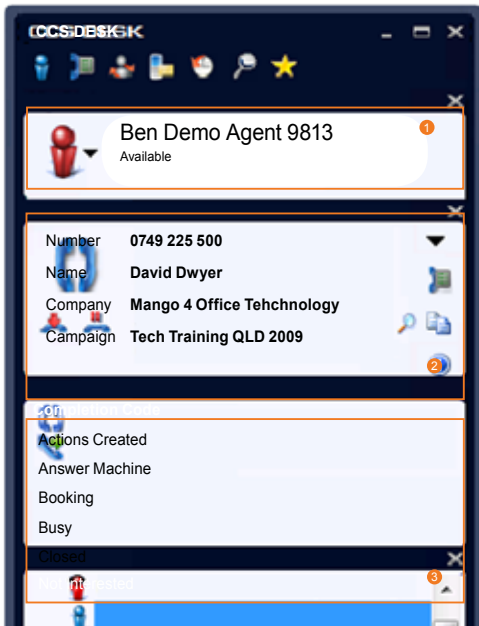
Business Benefits

- Boost productivity & efficiency
- Ensure your staff have the right information for the right type of call
- Protect your customer database integrity
- Get performance & results

Features

- Campaign Administration Interface
- All Campaigns and Agents available activity in Real-Time Screen
- Campaign schedule for Auto Able/Disable
- Preview/Progressive/Pre-Emptive Dial Modes
- 'Do Not Call' compliance measures
- Database/CRM integration
- Optional voice recording
- Integrated Reporting - over 150 reports
- Configurable completion & Wrap up codes
- Re-Call Scheduler
- Configurable Agent break-out codes

SCREEN DISPLAY FOR iPECS@CCS CALL



REAL-TIME STATISTICS AND ALERT MANAGEMENT CENTER



- ① CCS Desk Client Status and Presence Updating
- ② Completion Code selection for the CCS Call outbound Campaign
- ③ CCS Call outbound Campaign screen pop
- ④ Real Time CCS Dashboard statistics

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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

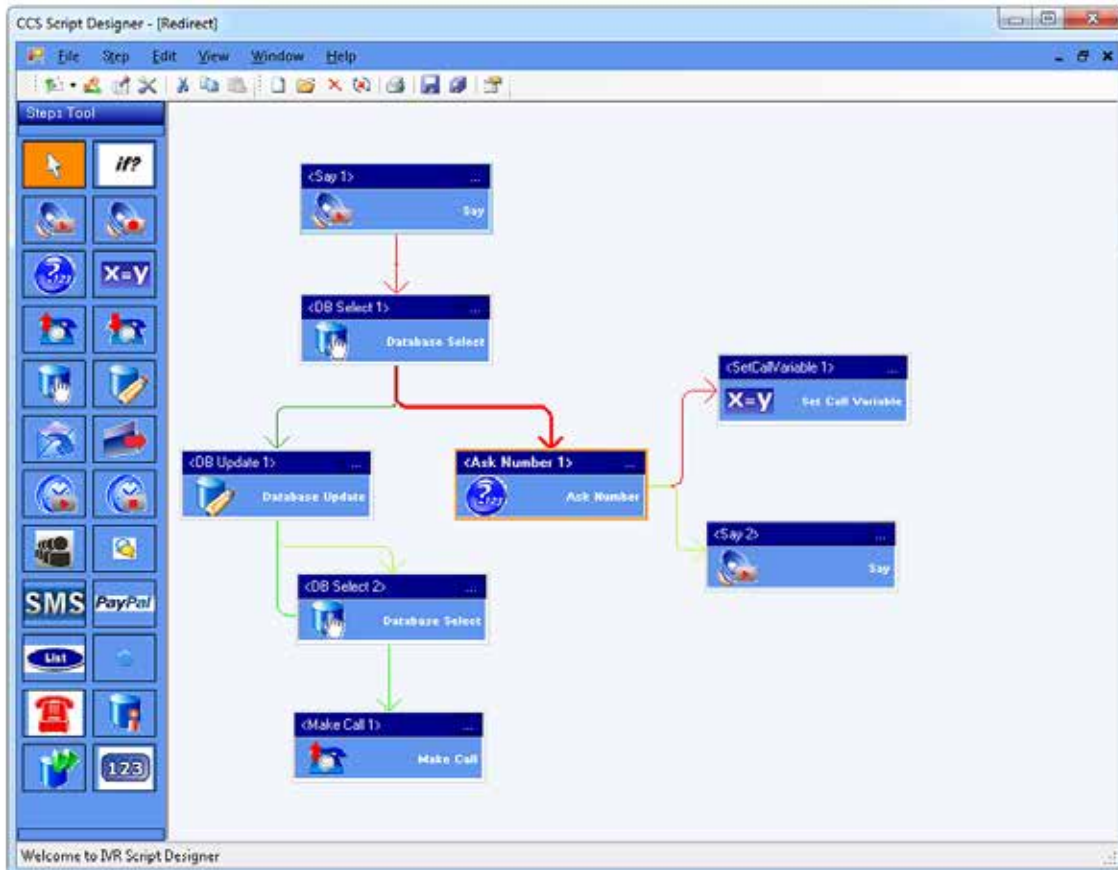
Business Benefits

- 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

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Smart Web Chat for Real-time Customer Service, iPECS CCS CHAT

iPECS CCS Chat provides your customer with exceptional service by enabling web chat for Instant Messaging and links your website to your sales and support teams.

CCS Chat for full Multi-media Contact Center functionality

There are multitudes of ways a new or prospective client can contact your business. Whether it's via phone, SMS, E-mail or fax, these days, your website is the first point of contact for interested parties. Never miss another opportunity with CCS Chat integration into our already feature rich CCS Q Multi-Media Contact Center solution. Let a client contact you quickly and easily by logging a CCS Chat web chat request into your inbound multi-media queue. The next available agent will receive the request and immediately start chatting with your client or opportunity. It's that easy.

Route web chat requests to the right teams and individuals

We've already discussed the ease of a client initiating a web chat request through your website and our CCS Q solution, now ensure it goes to the correct department and even team member! As a business you may have web chat requests for your sales team and web chat requests for your technical services department. With our CCS Q routing engine, we will guarantee that if the person initiating the request wants to talk to a sales team member, they will, or if they have a support issue, it will be a support team member on the other end.

One-on-One or Multi-Party chat

Whether you want to chat with one of your colleagues or a group of them, CCS Chat lets you have that private chat or a Multi-Party chat as a group. Need some input from another team member currently not involved in the chat? Easy, just use the 'Invite' feature to get them involved straight away. Also, with our powerful CCS Desk presence functionality, you will see whether or not that invitee is available to join your chat session.

Use CCS Chat as a company web chat and instant message

Let your team communicate quickly and easily by utilizing CCS Chat as your internal instant messaging module. Long gone are the times of employees having to leave their desk to talk to another colleague or department, now they can easily send a chat request to one or many fellow employees to answer customer enquiries efficiently and effectively. No need to tie up the phone, a meeting room or having to organize a conference call, now they can do it all from the comfort of their own desk. This is a great tool especially for remote users and remote offices.

Transfer current or web chat request to others

Do you require your current chat session or web chat request to be passed on to another colleague for further investigation or outside input? With our CCS Chat 'Transfer' feature, this is a simple task of finding the agent required to take the request, ensuring they're available via our presence functionality and off it goes. And when the transfer is initiated the chat history goes with it ensuring your customer isn't repeating information already given and giving the context to the new recipient.



Features

- Integrates with most CRM packages (requires CCS Desk)
- Integrate CCS Chat with our CCS Q solution for full Multi-media Call Center functionality
- Route different customer initiated web chat request to specific teams like sales, support & accounts
- Use CCS Chat as a web chat and instant messaging module for your

business

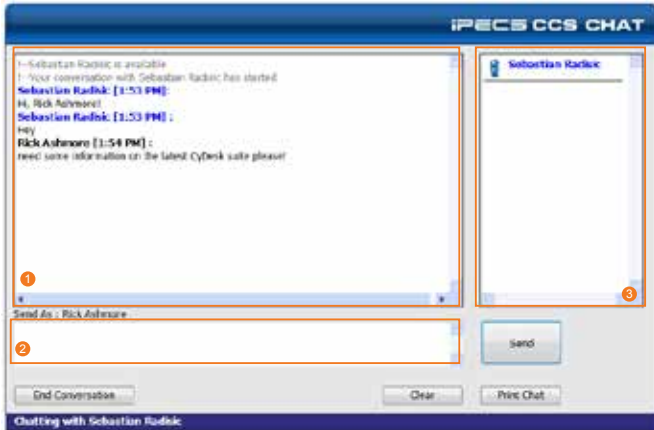
- Direct the web chat request to our CCS Chat web based desktop client
- One-on-One or multi-party chat
- Transfer current chat or web chat requests onto your their colleagues quickly and easily

SCREEN DISPLAY FOR iPECS®CCS WEB CHAT CUSTOMER SERVICE SCREEN



SCREEN DISPLAY FOR iPECS®CCS CHAT LOGIN

SCREEN DISPLAY FOR iPECS CCS AGENT PAGE CHAT SCREEN



SUPERVISOR SCREEN

- ① Conversation screen
- ② Message box to type responses
- ③ Ability to transfer the conversation to another agent or bring in another agent into the chat
- ④ Screen presented to client to initiate CCS Chat and enter their information.

Related EERICSSON-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 Contact Center
- CCS Report: Call Accounting & Business Intelligence Reporting

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

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Next Generation Customer Contact, iPECS CCS SOCIAL

Your multi-channel Contact Center strategy must now include Social Media in its vision. iPECS CCS Social offers your future communications for customer contact management meeting the needs of today's customers.

Meeting the needs of customers today

More and more businesses are choosing to promote themselves in the Social Media arena. Customers today want choices in how they communicate and it's not just the telephone that is the preference! Twitter and Facebook are increasingly becoming part of the commercial landscape and businesses need ways to manage staff and meet their customer's contact preferences. By utilizing the power of CCS Q, users can now add on our CCS Social module, meaning even more reach and more power within your contact center.

Now you can manage and monitor the communications coming in from your Facebook and Twitter pages as well as your telephone calls and even your E-mail, fax, IM and web call-back.

Your team can be part of several queues and the best part is you can manage these queues and distribution through the CCS Desk Manager screen and monitor with our CCS Report.

Twitter Call Back Request

Twitter sometimes described as the 'SMS' of the internet, allows people to enter messages no longer than 140 characters long based on the simple question of "What are you doing?". It is one of the fastest growing Social Media marketing tools. It has been widely accepted for personal use and is now fast becoming

adopted by businesses as well. Using a simple comment in their Tweet that our clients can advertise, we can then have the customer's number automatically called back by a member of the customer services team and also if either that number or Twitter user name is in our clients CRM, we can also pop those details to the callers screen as reference. We have devised the solution so that numbers can remain anonymous for privacy if that is a preferred delivery method. The CCS Q Real-Time screens and also historical reports, log and present traffic and statistical details for all Social Media tasks and performance just the same as live calls.

Facebook wall post integration

With CCS Social Facebook integration, we can take the Twitter call back concept one step further and actually monitor, queue and manage all Facebook wall posts posted on your company Facebook page. Not only that, but your contact center agents can communicate with your Facebook friends and clients in real-time, via their E-mail client, with a simple reply. No access has to be granted for your agents to the Facebook website. As your CCS Social Facebook integration is now part of your CCS Q system, it's actually a physical queue within CCS Q, meaning you can manage and distribute these posts, with the same power as a voice call or E-mail. It's that easy.

Real-time monitoring and alert management

One of the biggest unknowns with Facebook and Twitter, is being able to monitor the activity from your promotions or marketing through Social Media easily. Because CCS Social Facebook & Twitter integration is just like all other queues within the CCS Q system, real time statistics of your Facebook and Twitter activity can be shown as a value on your CCS Report Dashboard. Take that a step further and you can set levels and thresholds within these values, to receive an SMS or E-mail when a particular level is reached.



CCS Social Social Media Integration

- Twitter
- Facebook

Business Benefits

- Connect with your customers with the most popular social media Tools
- Monitor and control posts to your Facebook page without having agents permanently logged on to Facebook
- Use your Facebook and Twitter pages as effective sales channels
- Give your customers choice on how they communicate with you

Features

- Real-time administration interface
- Range of Queue management distribution modes
- Skills-Based Routing for all Social Media requests or posts
- Social Media Queue priority & overflow management
- Integrated Reporting
- Configurable Completion & Wrap Up Codes
- Configurable threshold alarms with the CCS Report
- View statistics on your CCS Report Dashboard



Related ERICSSON-LG iPECS CCS Modules

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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 control whether CCS Record is activated and

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

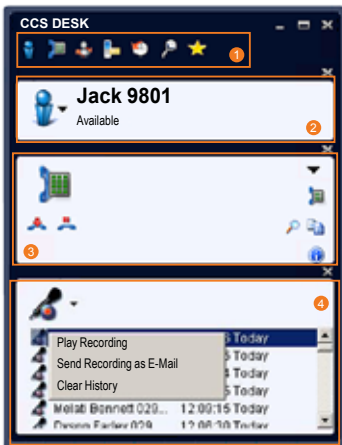
- Customer Service demands - Accountable service delivery to their customers
- Business regulation audit needs
- Staff training and performance monitoring – Improve customer retention through excellent service
- Business reporting integrated with CRM and telephony information
- Minimize liability, protect 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)

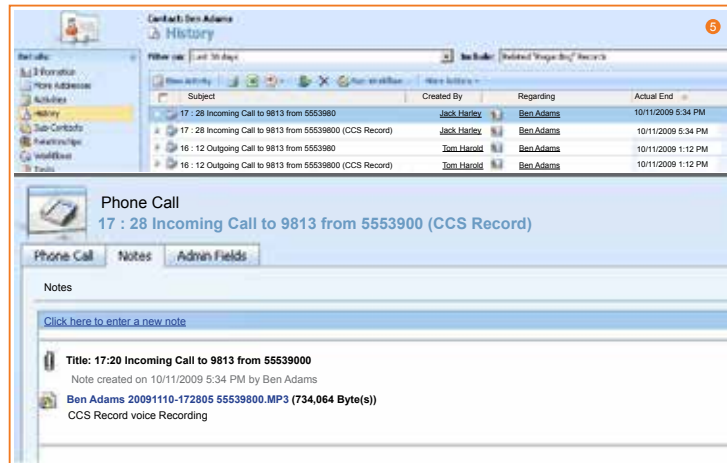
SCREEN DISPLAY FOR iPECS®CCS RECORD



- 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:

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