

# Simple and Efficient Contact Center Solution, iPECS CCX REPORT PLUS

iPECS CCX Report Plus business reporting module delivers historic and real-time information on a company business communications, supporting better analysis and decision making. All businesses need to live by the laws of efficiency, speed and great customer service. iPECS CCX Report Plus covers all businesses, from large to small, depending on the customers needs. Creating exceptional value with the highest effectiveness is the goal and it is through ensuring 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.

iPECS CCX Report Plus provides an intuitive tool to monitor customer service and the operational performance of your business. You can easily check and analyze if your level of service and staffing are adequate, resulting in better business planning.

## Web-based BI Dashboard

iPECS CCX Report Plus provides web-based business intelligence (BI) dashboard, a real time dashboard screen and threshold alerting service that is user configurable and accessible from anywhere on any device. Whether you need telephone Call Accounting statistics, or Contact Center real time information for a wallboard, iPECS CCX Report Plus dashboard has the answer. A user-configurable interface that lets you control what you want to see. It gives you complete control on how you are alerted when those targets are reached with no need for additional software installation but just through browsing on a web page.

## Built-in ACD and ACD Report

iPECS CCX Report Plus gathers ACD information from the call servers built-in ACD. As ACD information is built-in, every call is distributed automatically based on call information. The key feature of built-in ACD is agent monitoring and reporting. Managers can get agent's

status, break time, number of calls etc. Statistics of agent's activity are provided with a diverse report format. Managers can get a report from the web and also through the Dashboard. Efficient monitoring and fast decision making are possible utilizing the ACD information provided to managers through the dashboard.

## Enhanced Agent Web Client

Report Plus ACD Client is web based tools for agent reporting and performance review. Users can easily login/out without inputting a code using a desk phone. After a one-time login, a user can connect his/her desk phone to the contact center system. Once a user is logged into the system, the presence is integrated between the Agent Web Client and the desk phone which enables call control for answering incoming calls as well as calling from the client. From the same client as iPECS CCX and by enabling licenses, managers can easily monitor real time ACD agent status and history. Agent statistics are provided as a ticker-tape, pie and bar chart. Through client statistics a manger can easily manage an agent group for business productivity, especially when the client is integrated with CRM system that syncs its contact information DB.

## Contact Center management

Whether you manage an inbound or combination contact center, monitoring resources, evaluating performance and cost is paramount. iPECS CCX Report Plus provides

an advanced range of features to meet Contact Center needs, from agent productivity & activity reporting to cost allocation and billing of services.

## Billing and Cost allocation

iPECS CCX Report Plus charging modules help for billing and cost allocation by extension or division as programmed in the directory. It also provides service bureau and billing functions with complete reporting and service billing of functions utilized 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 to identify and track individual calls back to a central account for services billing and reporting. With this function, iPECS CCX Report Plus can report accountability of costs back to their respective divisions. Companies can al costs to teams or divisions for an internal charge-back of company costs.

**iPECS CCX Report Plus,  
enables better analysis and  
quicker decision making for  
your business.**

## Business Benefits

- Real-time monitoring and reporting suits for small Contact Center business
- Effective resource management through built-in ACD function
- Measure and improve staff efficiency, productivity and customer service
- Increase customer loyalty and satisfaction
- More accountability by cost allocation
- Manage your key business metrics better by utilizing a configurable business intelligence Dashboard with real time indicators and alerts

## Features

- Using a proprietary protocol between the call server and reporting server instead of TAPI
- Automatic Scheduling of reports to print, E-mail or file (PDF, Excel)
- Call recording integrated with report in one interface
- Saving and displaying call traffic and ACD data
- Information about every call including agent status and action given by ACD Manager
- Over 80 powerful reports for system performance, service levels, grades of service and agent/team evaluation
- Powerful Carrier Tariff interface - resulting in enterprise grade reporting
- Accesses anywhere - use dashboard in the company or remote office
- Wallboard and alert management
- Simple for user to configure and create multiple dashboard screens
- Easy ACD agent management web based tool, Agent Web Client

### AGENT FOR iPECS CCX REPORT PLUS

### REAL-TIME STATISTICS AND ACD DASHBOARD

## Related iPECS CCX Modules

- iPECS CCX Record: Integrated & Flexible Voice Recording  
\* iPECS IPCR integration required

## Web browser requirement:

- Chrom is recommended for agent web client
- Internet Explorer 8 or higher for reporting client
- Adobe Reader 9 or higher

## Minimum Server requirement:

- Processor: CPU I3 2120 3.3GHz (or higher)
- RAM: 4GB (or higher)
- Hard Disk: 40GB Minimum (Installation)
- OS: Windows