

# iPECS IPCR 3.0 Introduction

December, 2018

# IPCR P3.0

- IPCR 3.0 introduced to better serve changing market requirements

## Market & Requirements

Compliances &  
Regulations

Mid Market

Future Proof

## IPCR P2.0

- Old Engine
- Old web design
- No Redundancy
- No DB encryption
- Max 100 concurrent

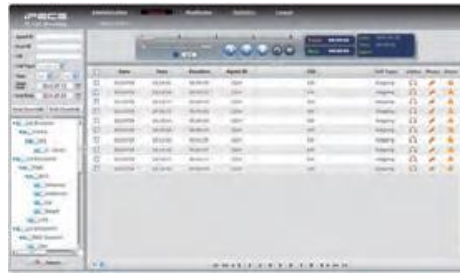
## IPCR P3.0

- New Engine
- Modern web design
- High Availability\*
- Recording/DB encryption
- Max 500 concurrent

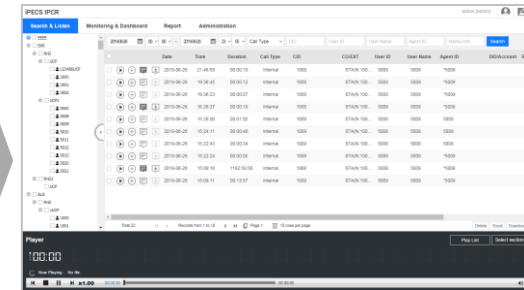
\*High Availability to be supported in [Q1, 2019](#)

# New UI and Feature Improvement

IPCR 2.0



IPCR 3.0



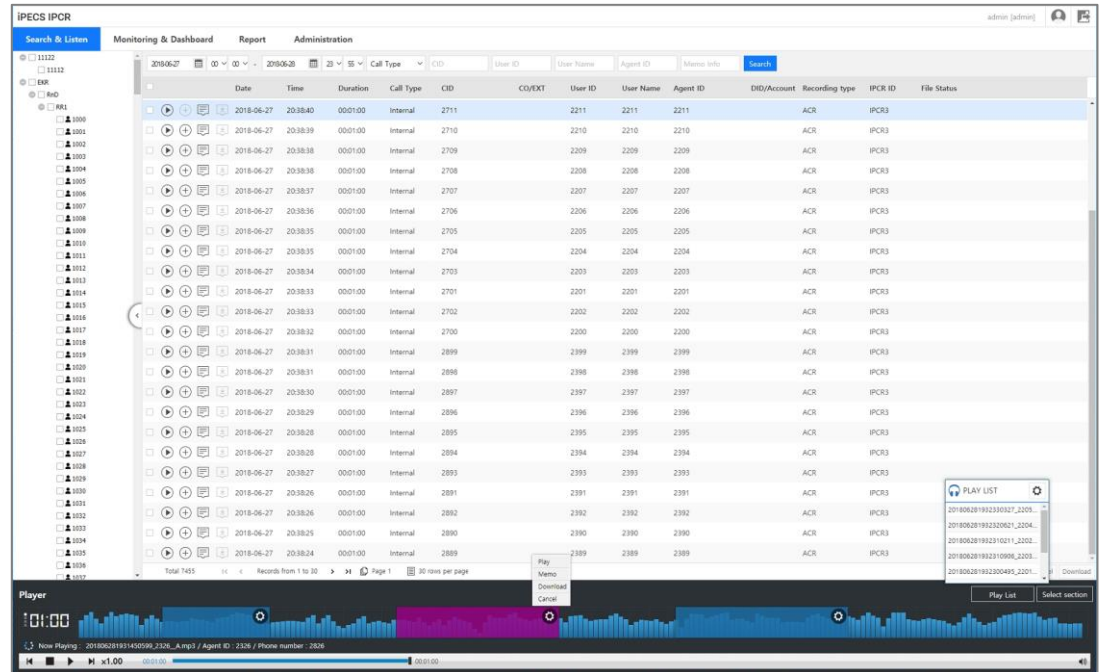
| Item       | IPCR 2.0                        | IPCR 3.0                                                      |
|------------|---------------------------------|---------------------------------------------------------------|
| Capacity   | 100                             | 500                                                           |
| Browser    | IE                              | Chrome, Opera, Edge, Firefox, etc.                            |
| Encryption | AES-128                         | AES-128                                                       |
| Search     | Basic                           | Advanced playback options                                     |
| Report     | 4 type(Month, Day, Hour, Agent) | 6 type(Month, Day, Hour, Agent, CO, DID)                      |
| Dashboard  | Resource                        | Resource + Performance                                        |
| Redundancy | Not supported                   | UCP/UCM* Geo redundancy compliant<br>Local High Availability* |

\* IPCR only supports call server(UCP/UCM) geo-redundancy.

\*\* UCM/UCP and HA to be supported in [Q1, 2019](#)

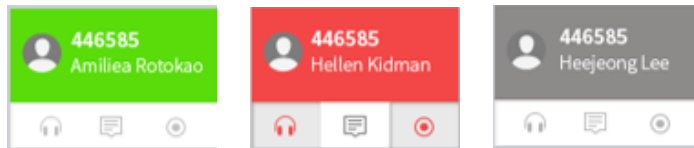
# Search & Play

- Intuitive UI
- Various Filtering options
- Easy Icon access
- Organization folder
- Advanced Playback options
  - Playlist (max 20)
  - Section (max 5)
    - Play, Memo, download
  - Play speed
    - x0.25 ~ x2.5



# Monitoring

- Monitoring with 2 display options
  - Card type
  - List type
- Max 100 agent display per page
- Color and Icon based status monitor



Log-in

Busy(ODR)

Log-out

disable enabled active

Monitoring



Record



Memo



iPECS IPCR

Search & Listen Monitoring & Dashboard Report Administration

|                     |              |              |              |              |              |              |              |
|---------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 123456<br>123456UCP | 1000<br>1000 | 1001<br>1001 | 1002<br>1002 | 1003<br>1003 | 1004<br>1004 | 1005<br>1005 | 1006<br>1006 |
| 1007<br>1007        | 1008<br>1008 | 1009<br>1009 | 1010<br>1010 | 1011<br>1011 | 1012<br>1012 | 1013<br>1013 | 1014<br>1014 |
| 1015<br>1015        | 1016<br>1016 | 1017<br>1017 | 1018<br>1018 | 1019<br>1019 | 1020<br>1020 | 1021<br>1021 | 1022<br>1022 |
| 1023<br>1023        | 1024<br>1024 | 1025<br>1025 | 1026<br>1026 | 1027<br>1027 | 1028<br>1028 | 1029<br>1029 | 1030<br>1030 |
| 1031<br>1031        | 1032<br>1032 | 1033<br>1033 | 1034<br>1034 | 1035<br>1035 | 1036<br>1036 | 1037<br>1037 | 1038<br>1038 |
| 1039<br>1039        | 1040<br>1040 | 1041<br>1041 | 1042<br>1042 | 1043<br>1043 | 1044<br>1044 | 1045<br>1045 | 1046<br>1046 |
| 1047<br>1047        | 1048<br>1048 | 1049<br>1049 | 1050<br>1050 | 1051<br>1051 | 1052<br>1052 | 1053<br>1053 | 1054<br>1054 |
| 1055<br>1055        | 1056<br>1056 | 1057<br>1057 | 1058<br>1058 | 1059<br>1059 | 1060<br>1060 | 1061<br>1061 | 1062<br>1062 |

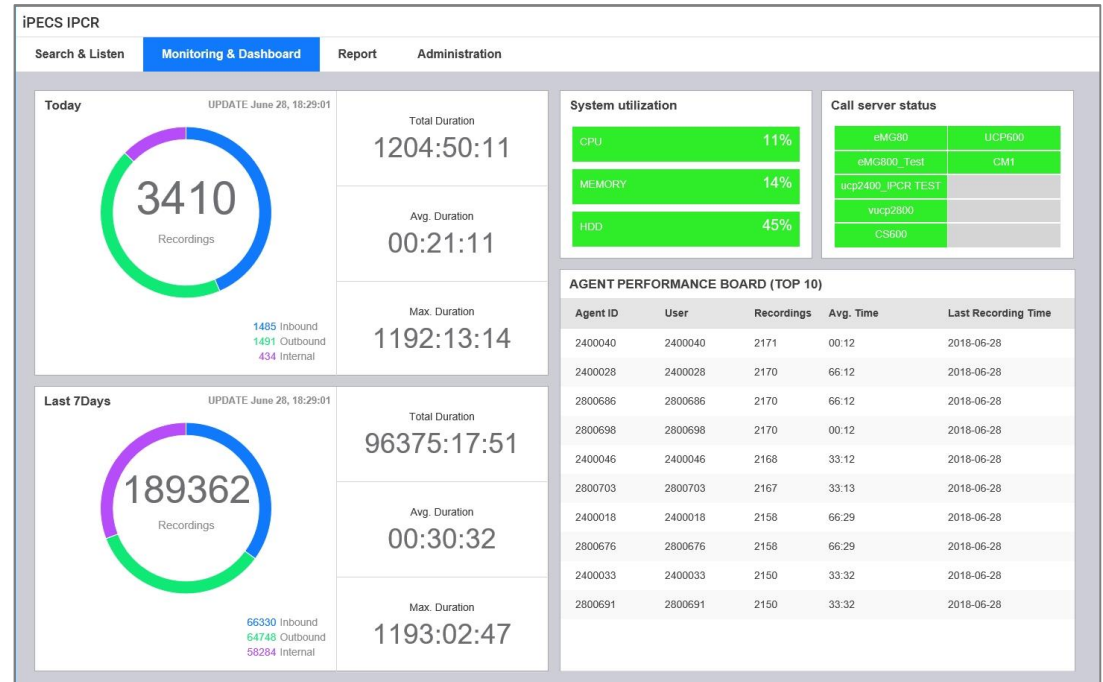
Page 1

| Agent ID | User ID   | Name      | Class 1 | Class 2 | Class 3 | Status     |
|----------|-----------|-----------|---------|---------|---------|------------|
| *123456  | 123456UCP | 123456UCP | EKR     | RnD     | UCP     | Monitoring |
| *1000    | 1000      | 1000      | EKR     | RnD     | UCP1    | Monitoring |
| 1001     | 1001      | 1001      | ELG     | RnD     | VUCP    | Monitoring |
| 1002     | 1002      | 1002      | ELG     | RnD     | VUCP    | Monitoring |
| 1003     | 1003      | 1003      | ELG     | RnD     | VUCP    | Monitoring |
| 1004     | 1004      | 1004      | ELG     | RnD     | VUCP    | Monitoring |
| 1005     | 1005      | 1005      | ELG     | RnD     | VUCP    | Monitoring |
| 1006     | 1006      | 1006      | ELG     | RnD     | VUCP    | Monitoring |
| 1007     | 1007      | 1007      | ELG     | RnD     | VUCP    | Monitoring |
| 1008     | 1008      | 1008      | ELG     | RnD     | VUCP    | Monitoring |
| 1009     | 1009      | 1009      | ELG     | RnD     | VUCP    | Monitoring |
| 1010     | 1010      | 1010      | ELG     | RnD     | VUCP    | Monitoring |

Records from 1 to 20 Page 1 20 rows per page

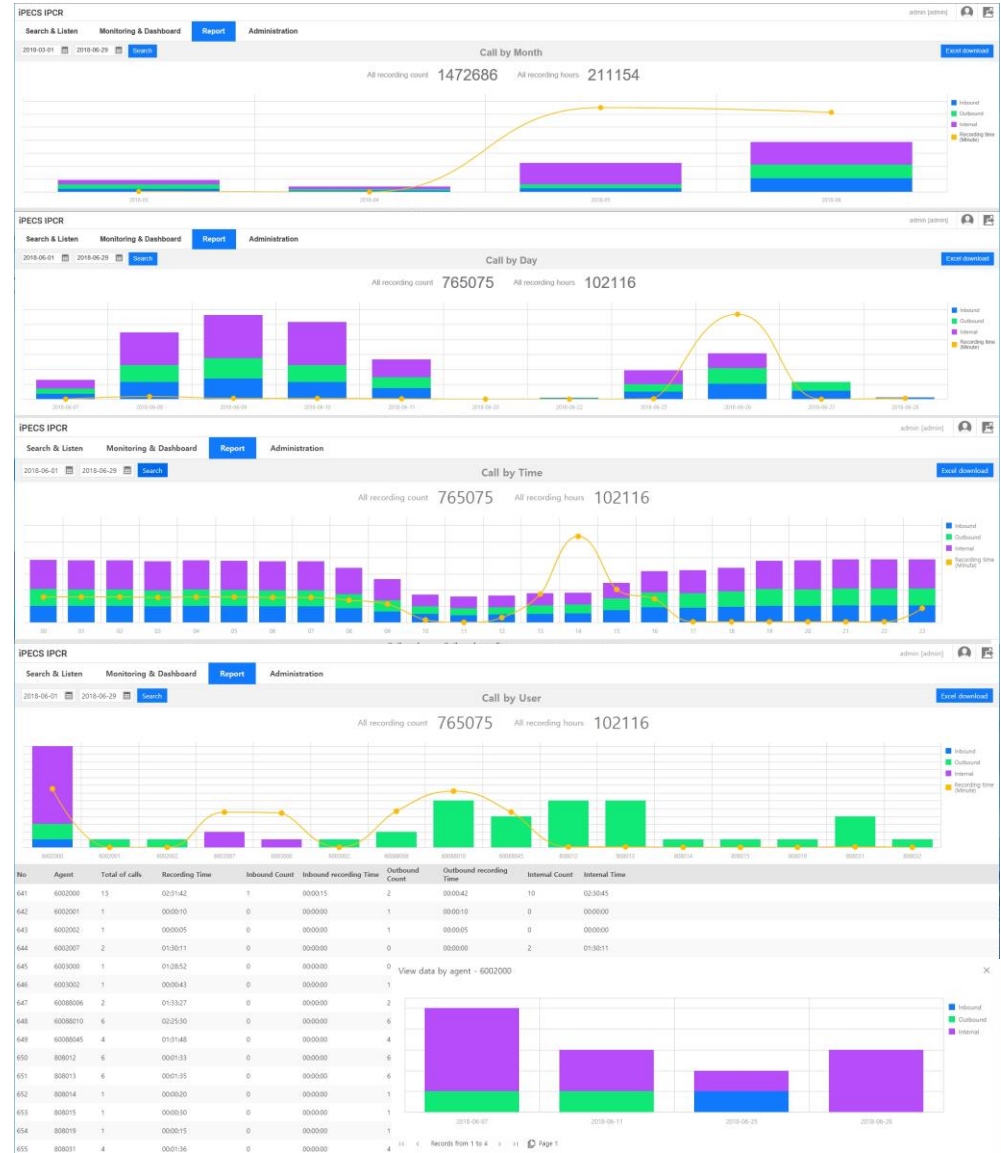
# Dashboard

- Comprehensive dashboard
- IPCR Performance
  - Today, 7 day statistics
  - Type by colors
  - Total/Avg/Max
- Resource status
  - CPU, Memory, HDD %
  - Threshold by colors
- System status
  - Max 10 PBX link status
- Agent Performance board



# Report

- UI improvement
  - Total Recordings/Time
  - Recording type by colors
- Direct Access to
  - 6 pre-defined reports
    - Month, Day, Hour
    - Agent
    - CO, DID
  - Download(excel)
- Drill-down feature
  - Agent Report only



# Setting

## ■ Organized and Logical Access

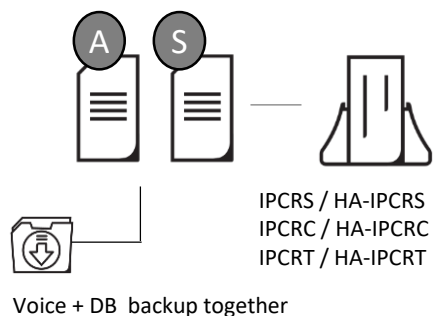
|         |                                                                                                                                                             |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Server  |                                                                                                                                                             |
| PBX     |                                                                                                                                                             |
| Channel | <ul style="list-style-type: none"> <li>• Server, PBX, Station, Type</li> </ul>                                                                              |
| Access  | <ul style="list-style-type: none"> <li>• Admin, Supervisor, Station</li> </ul>                                                                              |
| User    | <ul style="list-style-type: none"> <li>• Name, ID, station#, access,..</li> </ul>                                                                           |
| General | <ul style="list-style-type: none"> <li>• Engine, Password, Prompt,</li> <li>• Update, Mail server,</li> <li>• Fault, Backup, FTP</li> <li>• Time</li> </ul> |
| Log     |                                                                                                                                                             |
| License |                                                                                                                                                             |

The screenshot displays the iPECS IPCR Administration web interface. The top navigation bar includes 'Search & Listen', 'Monitoring & Dashboard', 'Report', and 'Administration' (which is the active tab). On the left, a sidebar menu lists various administrative functions, with the 'General Setting' section highlighted by a red rectangle. The main panel shows configuration options for the 'Administration' section, including a 'Restart' area with 'Engine Restart' and 'Server Restart' buttons, a 'Password policy setting' section with dropdowns for 'PW policy' (Unused), 'PW change' (Use), 'Old PW' (Limited number of times), 'Try limits' (Use), and 'Account lockout' (Use), and a 'General' section with 'File Download' (Decryption), 'Auto Delete File' (Use), and 'Recording announcement' (Use). Each section has a 'Save' button at the bottom right.

# High Availability (3.0+, To be supported in Q1, 2019)

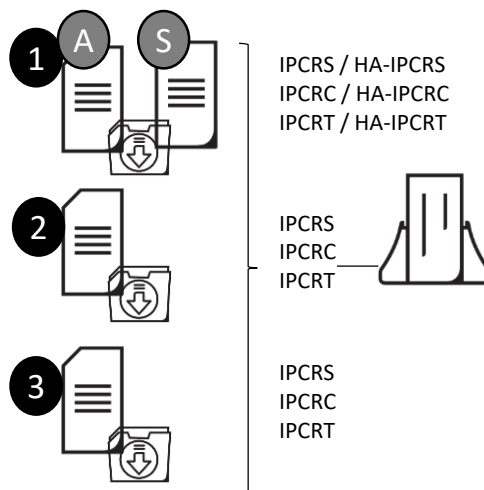
- HA supported in various installation case

## 1 IPCR : 1 System



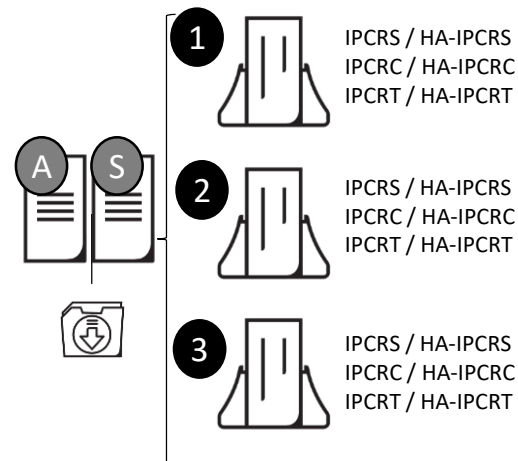
## Multi IPCR's : 1 System

Each IPCR can choose either HA or Single



\*Max 10 IPCR can be installed on single system

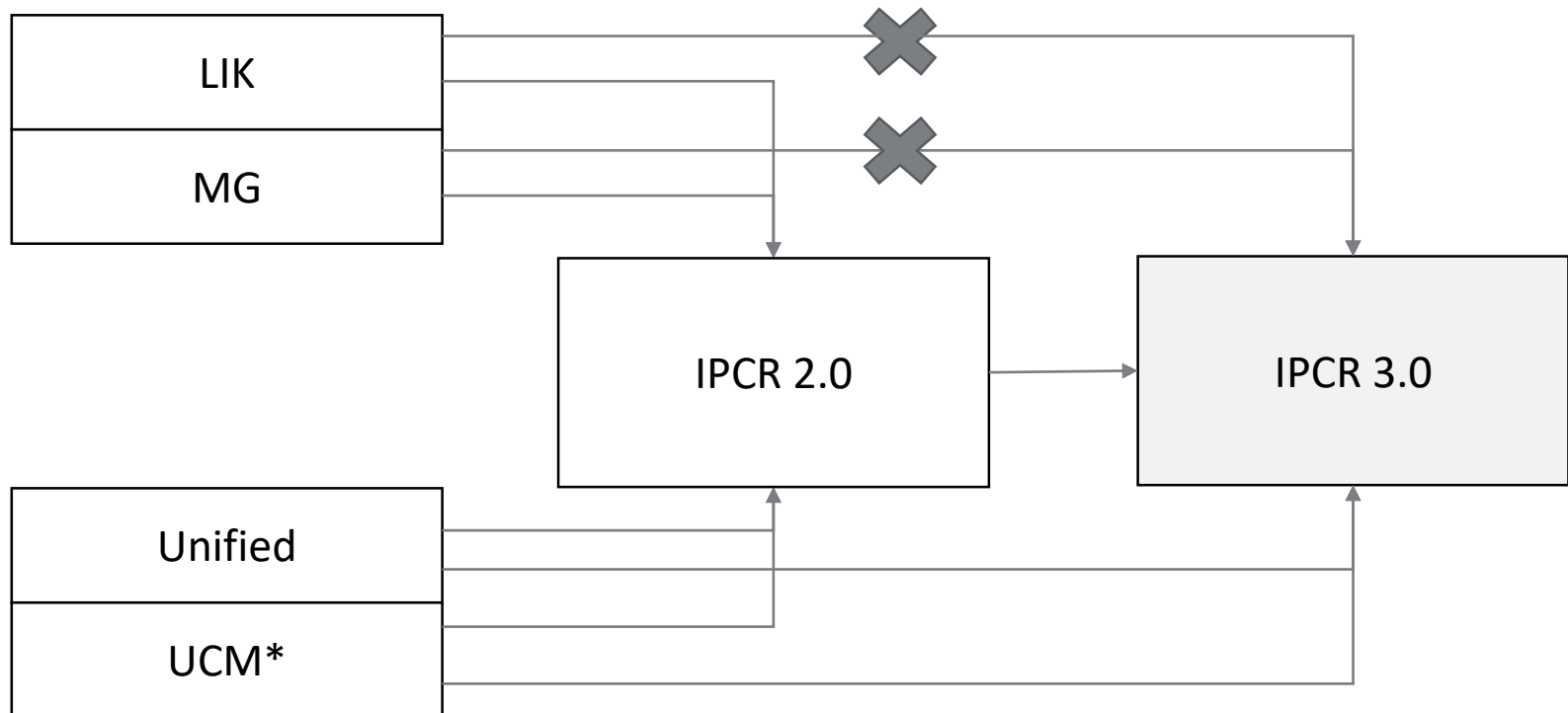
## 1 IPCR : Multi Systems



\*Max 10 systems can be installed on single IPCR

# Migration & Maintenance

- Web migration tool under development for IPCR 2.0 to 3.0
- Maintenance License under consideration for IPCR 3.0 (Schedule to be advised)

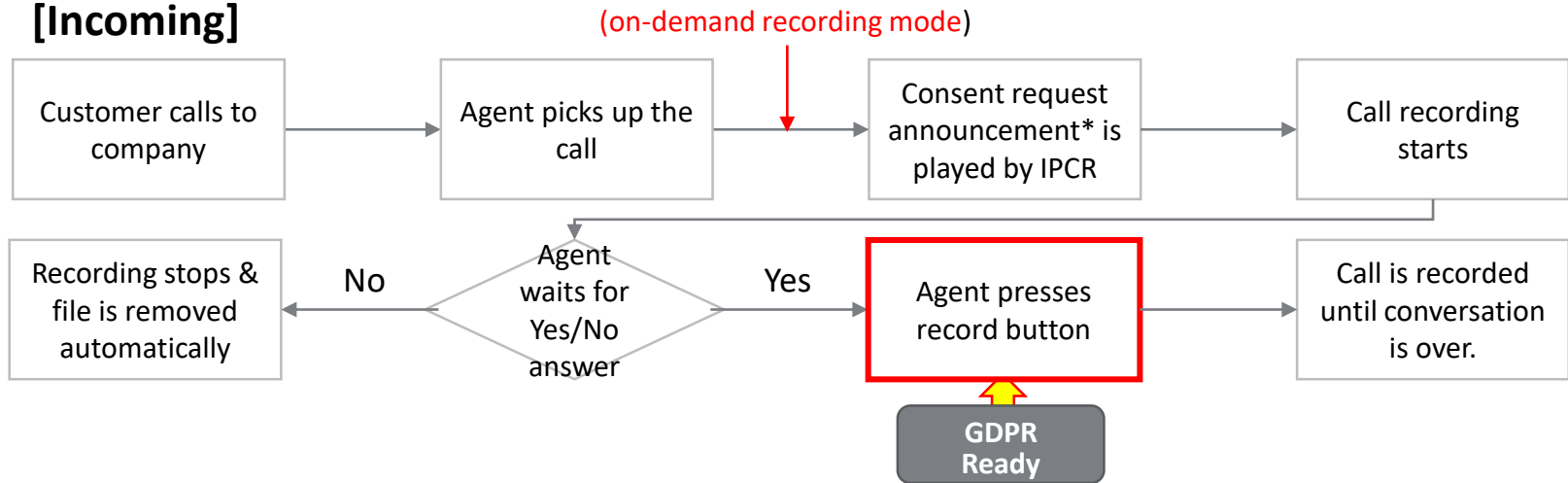


\* Unified to be supported in Q1, 2019.

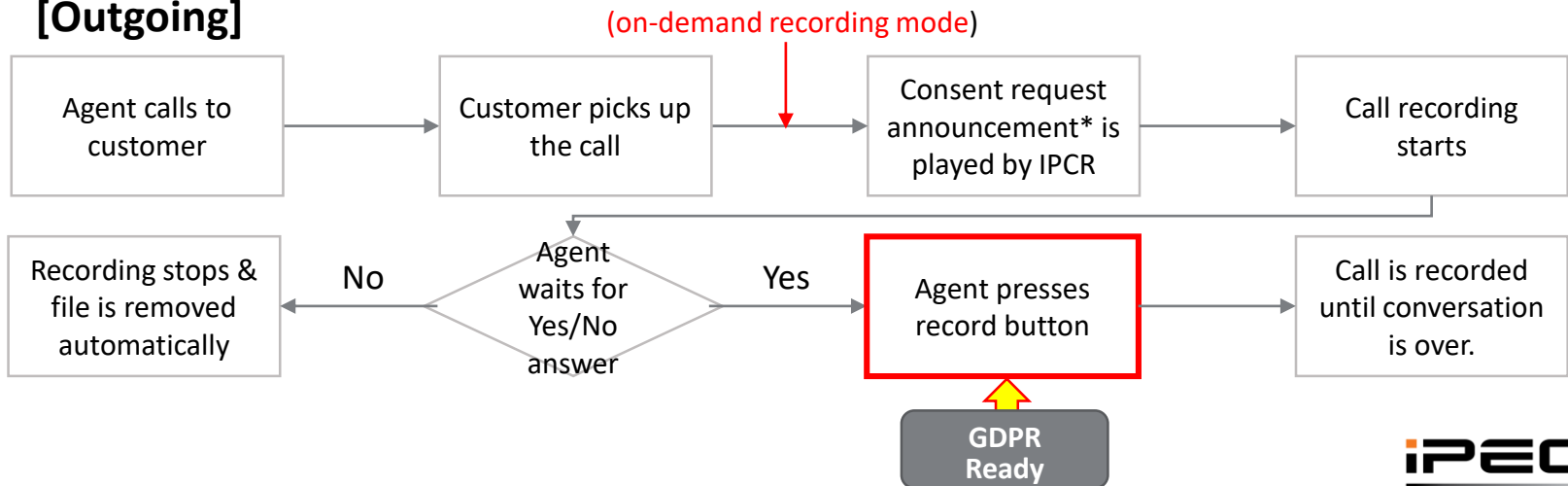
\*UCM to be supported in Q1, 2019

# GDPR : IPCR recording consent flow

## [Incoming]



## [Outgoing]



# iPECS

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Your Communications Solution