

iPECS UC with Contact Center Solution for Increasing Business Productivity

iPECS
Your Communications Solution



100 – 300 Ext.



Corporate



iPECS UCP



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About the client

MPM – Founded in 1987 as a motorcycle distribution company in Indonesia, is now one of the largest motorcycle companies and leads the end-to-end consumer automotive market in Indonesia.

www.mpm-group.co.id

Summary

To create a new contact center, and after proof of quality with verification agents and software, replace an aging Panasonic. MPM worked on integrating the iPECS UCP system into the existing switches and routers allowing the two systems to communicate. The agent only needs to just press a call button on the verification software without anything manually added from the iPECS CCS client and iPECS UCS client. For Unified Communications, the main interest for MPM, iPECS UCS was chosen for its excellent benefits, ease of deployment and favorable cost. iPECS also offered an integrated solution for call recording with iPECS IPCR, call center with iPECS CCS, as well as remote and mobility solutions without any costly add-ons. The comprehensiveness of the overall solution and the solid value offered to MPM Motor proves the strength of iPECS UCP and its formidable applications against a number of large and aggressive competitors (Polytys, Avaya, and Panasonic).

Challenge

- To replace old system verification with conventional call using GSM desktop modem
- A verification agent to only press a call button from Software Verification without entering any digits at the iPECS CCS client and iPECS UCS client
- Require a softphone that can integrate with verification software
- iPECS CCS Report for Billing Traffic and CCS dashboard for Agent performance monitoring
- Integration of the iPECS UCP, UCS desktop, and CCS agents with the existing customer database for verification and allowing the two systems to communicate
- iPECS IPCR for Agent Recording
- LCR to reduce operational costs for calls

Products

System

- iPECS UCP 600

Terminal

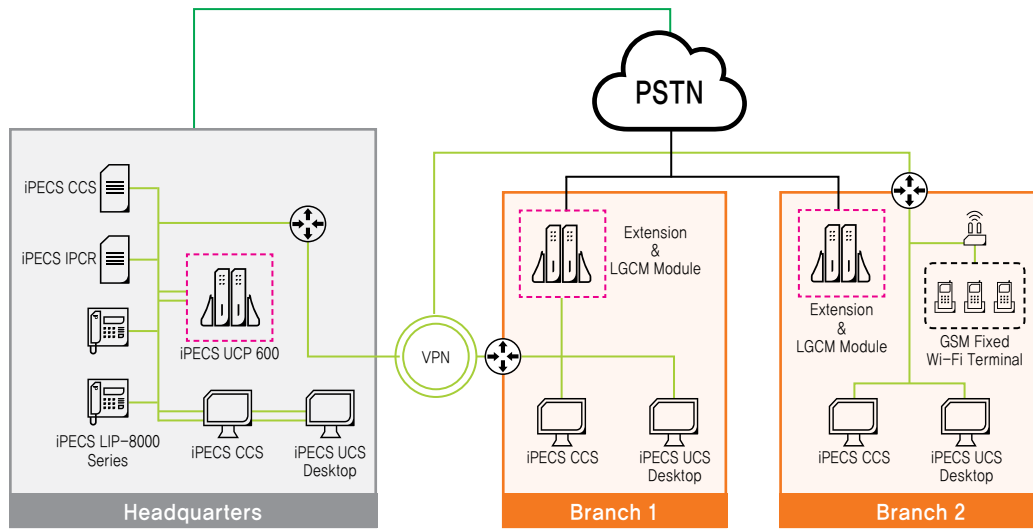
- LIP-8000 Series

Application

- iPECS UCS Desktop client
- iPECS CCS
- iPECS IPCR



Main message /Distinct Features



Solution

- UC application, iPECS UCS is very flexible when it needs to be applied in active network configurations. iPECS CCS can use the UCS desktop softphone client connected to a LAN so moving places or positions is no longer a problem. Because branch office locations may change in the course of a few years, the iPECS CCS integrated with the verification software, can verify the customer by simply pressing one button.
- Other motorcycle, car or other insurance companies also require the same criteria as above with integration to an existing CRM.
- A chassis and engine number is provided by AHM, CRM agent has to match a product number. A sales agent at MPM uses an existing software database that provides customer information such as a telephone number, address, etc. The verification software adds a number of products used so the data, engine number and chassis number, can be entered into the database for verification. It then makes the customers telephone number into an ID for verification when issuing a letter of ride vehicles (vehicle registration) or book a motor vehicle ownership (req). The ID number will be sent to the iPECS CCS agent from the existing database software with a pop-up button for call. The agent presses the button and the iPECS CCS client will respond together with iPECS UCS to call a customer number and start to record.
- This project will take 25 days for installation and 15 more days for testing and commissioning

Benefits

Easy to install and connecting hardware module, flexible distributed module made easier for remote maintenance, Cost saving / lower TCO using ARS to select same GSM/PSTN provider with customer provider, easier to have information agent idle time to increase productivity from 100 into 158 call per agent, hardware warranty for 2 years and 1 years software assurance to keep hardware and software in a good condition, and remote maintenance can be made to improve service to customer. After installation is finished, only a single engineer is needed to maintain or introduce new features and applications.

The next steps is to increase the number of remote agents using the system at branch offices. All future systems should be included with this system, replace all aging PBX's and integrate with existing application software. In the future, application software will dominate telephone and communication systems.