

iPECS CCX

April 2019

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Major Updates – Revision History

Version	updates
V1.1Ad	CCS Survey for customer service measurement
	CCS Coach/Script for agent training
	CCS Record IPCR integration (Agent base)
V1.2	CCS Record H/W module change from Retell to O&V
CCX V1.0	Changed product name to CCX with Web based GUI (Agent, Dashboard)

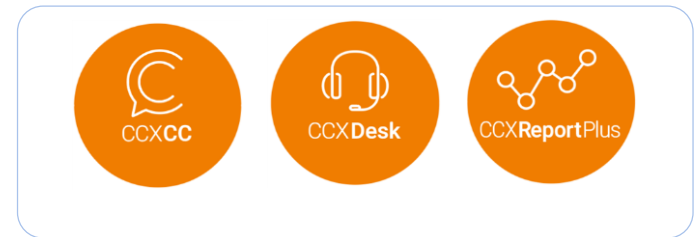
Overview - General

- **Ericsson-LG Enterprise branded IP Contact Center Solution**
 - Seamless and tighter integration with Unified system & UCM
 - Constant development path for iPECS CCX by Ericsson-LG Enterprise
 - Valuable packaging with other Ericsson-LG Enterprise applications
- **Best suite for small & medium-sized Contact Center**
 - Cost effective bundles for basic contact center with iPECS Platforms
 - Easy installation and operation with intuitive and simple functions
- **Benefits of All Software solution**
 - Software based media processing through SIP
 - No PSTN media interface card
- **Omni-channel solution with modernized web based GUI**
 - **Web based** agent and dashboard
 - Email, Voice Mail, Fax, Web chat
 - Social interface – Facebook, *WhatsApp, Facebook Messenger (TBD)*
 - Multi-Media Outbound Tele-Marketing

Overview - Components

- iPECS CCX consists of basic packages and modularized options for special functions.
- **Basic package** *(Telephony Components)*
 - CCX CC: Multi-channel Inbound CC
 - CCX Desk: Agent's Desktop Software
 - CCX Report : Monitoring and report
- **Optional Module** *(Contact Center Components)*
 - CCX Call – Multi-Media Outbound CC
 - CCX Chat – Web chat & instant messaging clients
 - CCX Social – Social Networking with Facebook
 - CCX Survey – Customer Service Satisfaction
 - CCX Record – Voice Recording
 - CCX SMS – SMS Server
 - CCX IVR – Interactive Voice Response
 - CCX Coach – Agent Evaluation & Training
 - PICM – Personal Information Compliance Manager

Basic Package

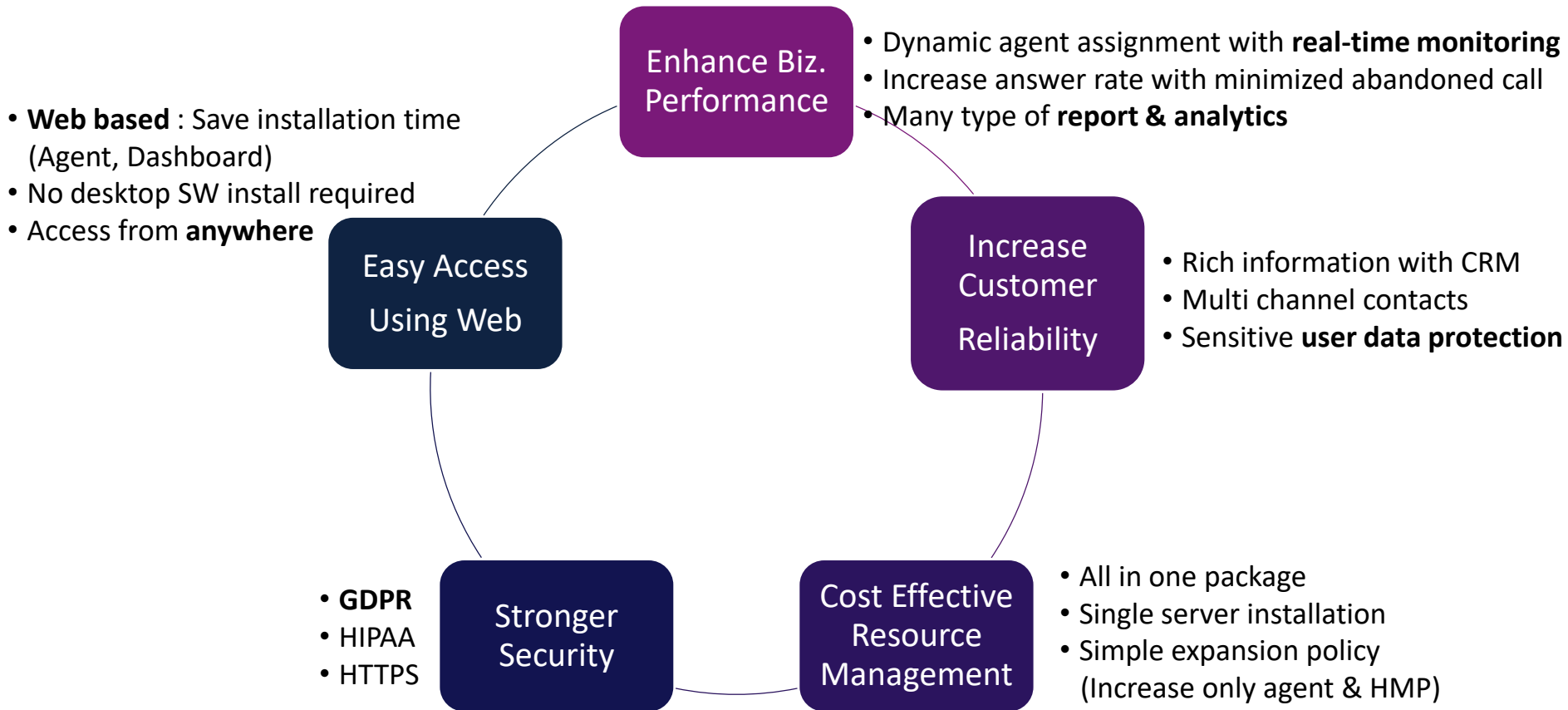


Optional Modules



Value Proposition

- Enhanced web based Multi-channel Contact Center with stronger security

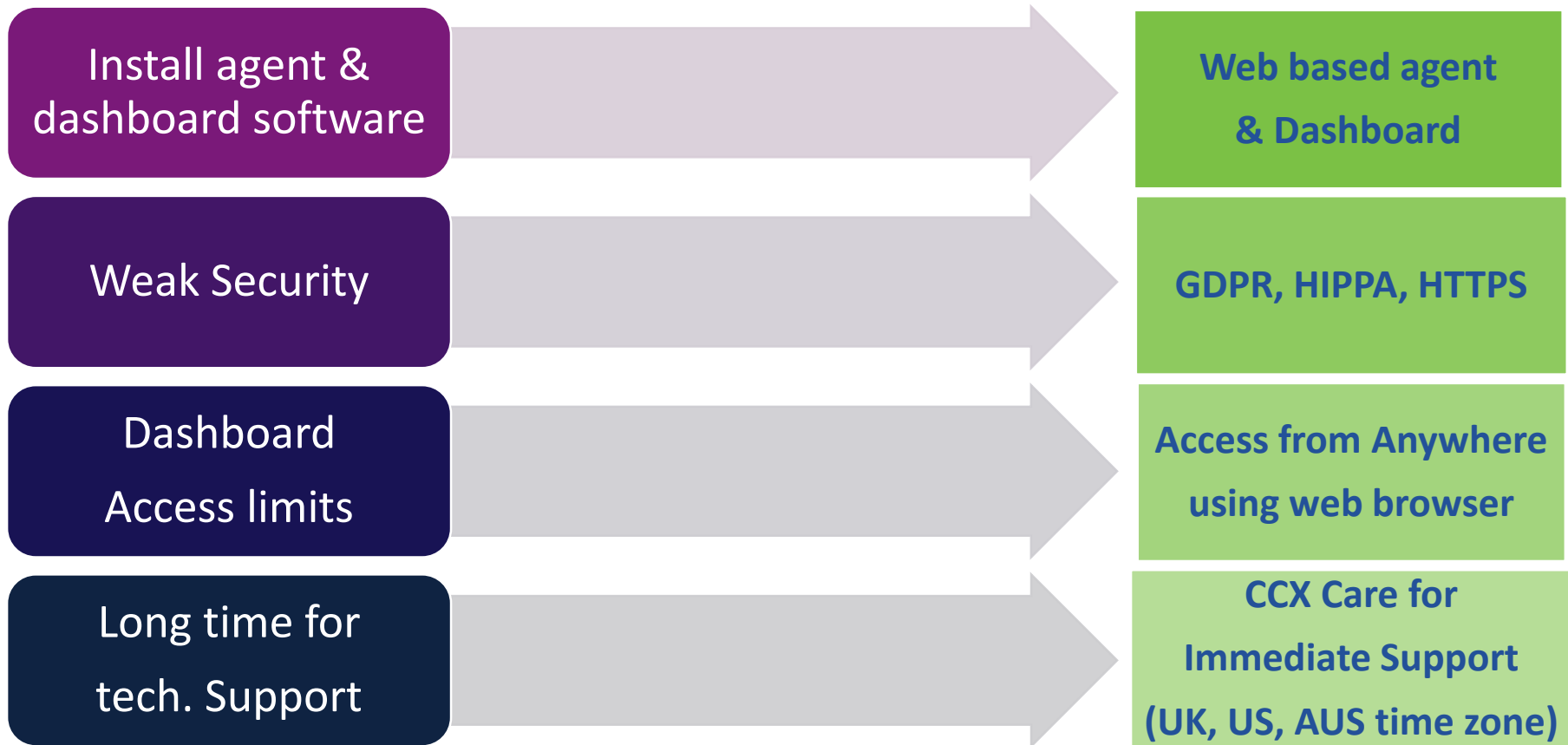


Major changes – Comparison table

	CCS	CCX	Comments
CCS Desk client	App	Web	- No agent software installation - Use HTTPS for strong security during connection.
Dashboard	App	Web	- No dashboard software installation - Access from anywhere (Web-browser UI) - Drag & drop in Web
Security	Incomplete	Complete	- GDPR applied
PICM	N/A	Available	- Hide personal information
CCS Record	O (ISDN), V (SIP) or IPCR v2.x (c.f. Sense)	O (ISDN, SIP) or IPCR v2.x	- O series and IPCR v2.x - Max. channel for PRI Recording : 30CH (In lager case, response case by case)
API	XML	XML / .NET(DLL)	
Windows 2016	N/A (Windows 2012)	Available	
SQL 2016/2014	N/A (SQL 2012)	Available	
Max. HMP	50 (SMB) / 75 (LME)	Same as CCS	- Keep current Capacity - ICE : 196 ports (Available with same condition as ICE in AUS, Outbound Call)
Max. Agents	250	Same as CCS	- Keep current Capacity
HMP G.729	N/A	Available	- Meet needs from market (SAF)
DB access	32bit (4GB limit)	64bit	- More expanded DB size
Chat New UI	N/A	Available	- Available chat with agents
R+ agent	ACD Web client (Report Plus)	Integrated to CCX Desk Web client (CCX Report Plus)	- End of 2019(TBD)
Items in package (CC-PAC-xx)	-	Some items added w/Free of Charge	- Callback in Queue - Web Callback - 3 Chat channels

Major changes – solved pain points

- Solved major pain points in CCX
- Increase customer's satisfaction by removing big pain points

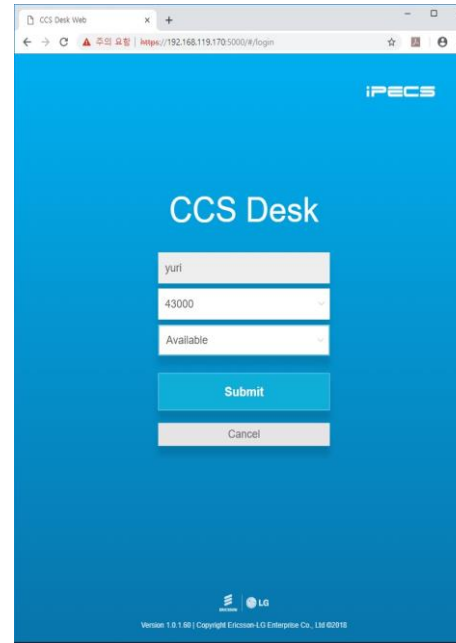


Major changes – CCX Web Desk

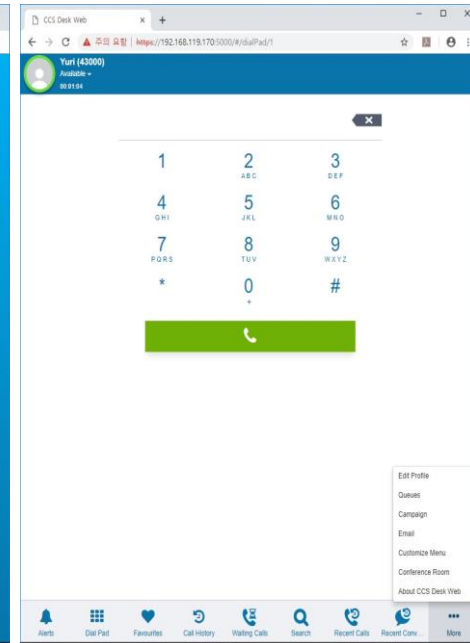
- Easy and simple use
 - **Web based** desk agent without installing software
 - Applied ELG design guide in login

- Advantage with **Web based GUI**
 - No installation time
 - New modern web architecture
 - Create your own teams and favorites
 - Many type of information on one screen
 - Supplementary features

(Ex : **remember ID**)



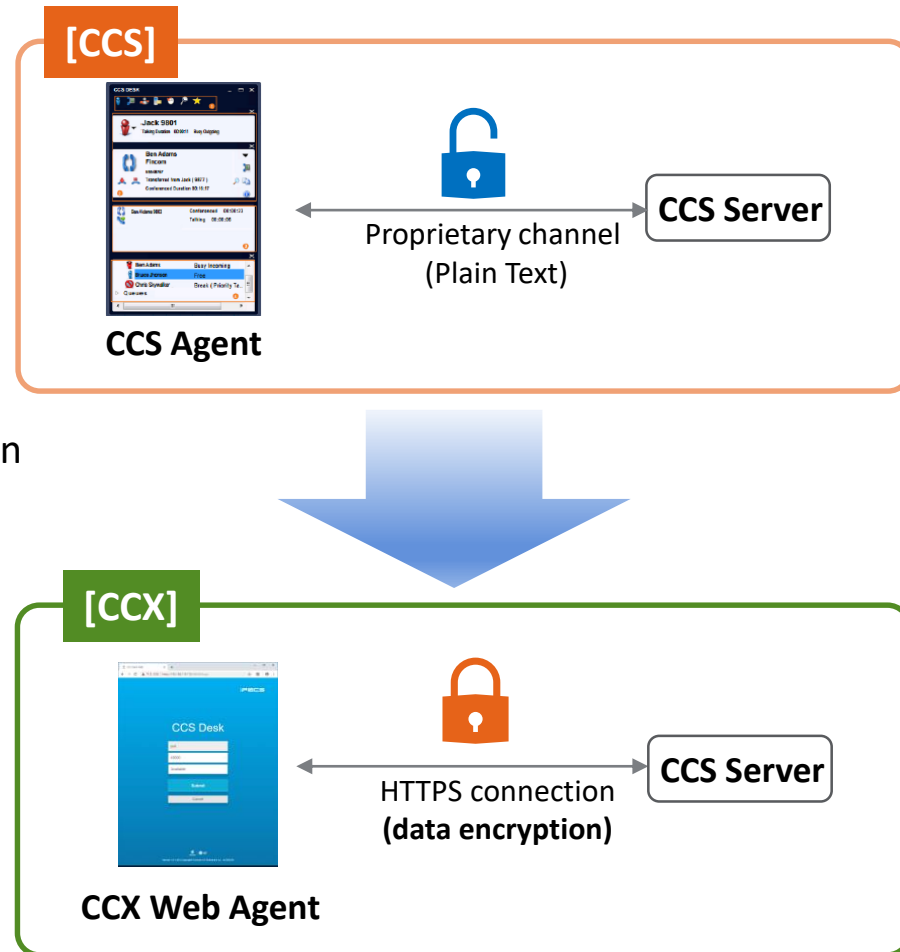
[Login Page]



[Dial Pad in Web]

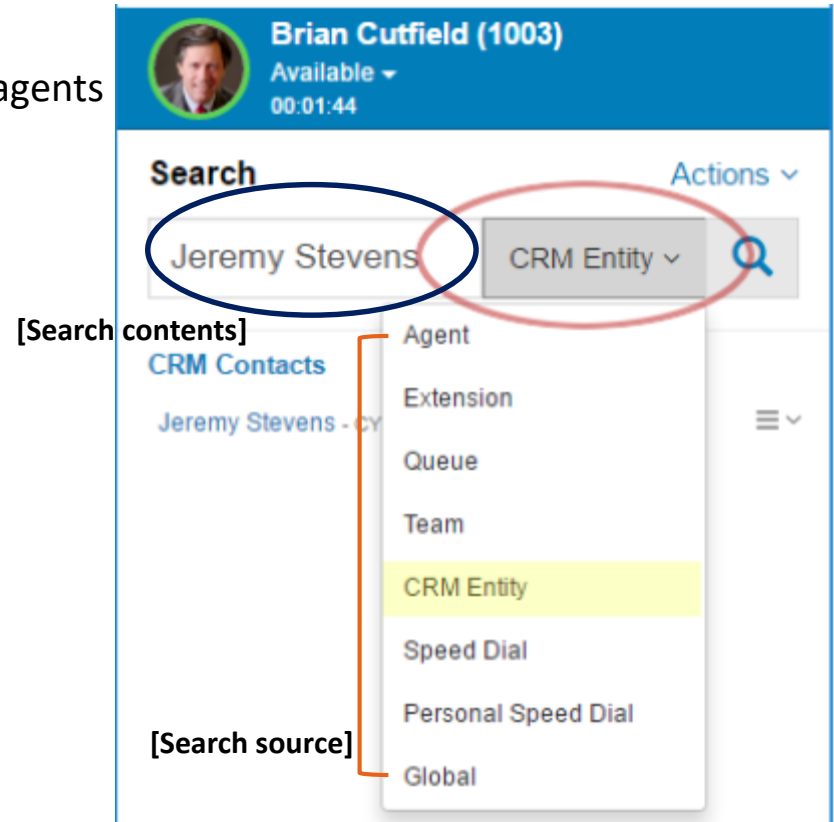
Major changes – Enhanced Security

- Stronger **security** supported
 - **HTTPS** protects data during connection
 - Data will be encrypted between agent PC and CCX server.
- Increase customer's reliability
 - Prevent exposure of data during connection
 - Stronger secure data exchange between agent and CCX Server



Major changes – CCX Web Desk

- Improved searching ability
 - Show All, Filter by category, history of other agents
 - Search from
 - Agent / Extension / Queue / Team
 - CRM Entity (*w/o CRM opening*)
 - Speed Dial / Personal Speed Dial
 - Global
- Rich information of busy agent
 - Hover to view who they're in a call with



Major changes – CCX Web Desk

- Check agent's own performance
- Motivation for increasing performance
 - Queue Statistics
 - Total calls
 - Max & Average calls
 - Max duration, Day total calls,
 - Abandoned call
 - Team Statistics
 - Number of logged In agents
 - Available agent
 - Busy agent
 - Agent on break

Brian Cutfield (1003)
Available ▾
00:12:08

Queues Member

EMAIL QUEUE ▾

Reception ^

Calls: 0 Max: 00 Av: 00
DMax: 01:42 Day: 12 Ab: 1

Reception Team ^

In: 2 Available: 1 Busy: 0 Break: 1

✓ Brian Cutfield - Available | 12 mins
🕒 Deborah Bowden - Lunch | 15 mins
○ Mark Deller - Offline

Major changes – Updated CRM integration

- Direct CRM integration
 - Not need additional middleware
- New added CRM for CCX package
 - MS Dynamics CRM (Updated)
 - MS Outlook (New)
 - Contacts info. into CCS Desk Web client
 - Very useful for users with list of contacts in MS Outlook over the years.
 - Salesforce (Open CTI)
 - Zoho CRM (New)

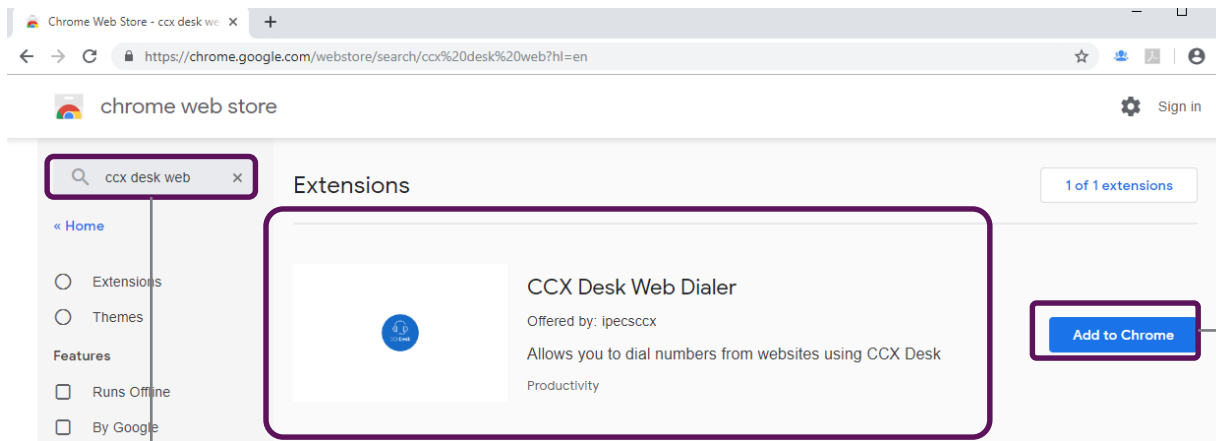
Vendor	Product	Version	Web/Desktop	Click to Dial	Caller Lookup	Pop Contact	Pop Account	Name Search	Log Call History	Attach Recordings	Campaigns
FrontRange	GoldMine	5.7 to 5x	Desktop	✓	✓	✓	✓	✓	✓	✓	✓
FrontRange	HEAT		Desktop	✓	✓	✓	✓	✗	✓	✗	✗
IRESS	XPlan		Web	✓	✓	✓	✓	✓	✓	✗	✗
Maximizer	Maximizer	9/10/11/12	Desktop	✓	✓	✓	✓	✓	✓	✓	✗
Microsoft	Dynamics CRM	4/2011/2013/2015/985	Web	✓	✓	✓	✓	✓	✓	✓	✓
Microsoft	Outlook	2007/2010/2013/2016	Desktop	✓	✓	✓	✓	✓	✓	✓	✗
Microsoft	Access	2007/2010	Desktop	✓	✓	✓	✓	✓	✓	✓	✗
MYOB	EXO		Desktop	✗	✓	✓	✗	✗	✗	✗	✗
SalesForce	Force.com with Open CTI		Web	✓	✓	✓	✓	✓	✓	✓	✓
SimPro	SimPro		Web	✓	✓	✓	✓	✓	✓	✗	✗
Swiftpage	Act!		Desktop	✓	✓	✓	✓	✓	✓	✓	✓
Swiftpage	SalesLogix	8	Desktop	✓	✓	✓	✓	✓	✓	✓	✓
Zoho	CRM		Web	✓	✓	✓	✓	✓	✓	✓	✓



Major changes – Chrome Plugin

■ “Click to Dial” Plug-In for Google Chrome

- Open any web page and phone numbers displayed on that page
- Click on a number and CCX Desk Web will populate your CCX Web Dial Pad allowing you to make a call straight from a web page!



- Enter the “CCS Desk Web”



[Chrome Plug-In]

Major changes – CCX Web dashboard

- **Easy** accessible dashboard from **anywhere** using **web browser**

- Web browser supports access via internet
- Only Internet browser is needed



- **New upgrade features**

- Same level of reporting as CCS
- Massive extended range of statistics power
- **Drag & Drop** editing is available in Web page
- New range of graphical widgets

- **Customizable statistics using SQL DB directly**

- Provide SQL DB Object list to display
- User can access SQL DB with direct entering parameters



Major changes – CCX Recording

- Single 3rd party solution
 - AS-IS : O Series (ISDN) + V Series(SIP)
 - TO-BE : **O series** for both ISDN and SIP trunk
 - Max capacity for PRI : **30 CH** (physical connection of recording box)

- IPCR integration
 - Integration with IPCR 3.0 : Available (end of June)
 - Recordings in IPCR v2.x will be encrypted with IPCR v3.0 migration
 - Saved as **encrypted** files for supporting **GDPR**

Major changes – CCX Social

- Doesn't support twitter anymore
 - Changed Twitter policy and interface for 3rd party integration
 - Current interface is not valid any more.
 - Monthly billing with each account for connection
- New messenger
 - WhatsApp
 - Facebook Messenger
 - Considered in next version



Not available



Will be available

Major changes – Enhanced security

■ GDPR

- EU Compliance for **data protection**
- Hide some digits of caller number in agent web. (ex: 0101234****)
- Implemented in CCX package

■ HTTPS

- Data will be encrypted during transmission via **secure connection**.
- Stronger security between agent and CCX server

■ PICM

- Personal Information Compliance Manager
- Hide sensitive user data in logs
Ex) Email address, telephone number, etc.

License – New Items in CCX

Category	CCS	CCX	Comments
CC-PAC-xx		CX-PAC-150/200/250	Large customer package
G.729 support		CX-CODEC-G729	HMP with G.729
Contact Center		CX-CC	CCX Queue
T1 PRI Recording		CX-REC-P23/46-T1	T1 Recording
SIP Recording		CX-REC-V6	
New Optional Items		CC-ASSESSOR	CCX Coach for additional assessor
		CX-DSK-TNM/AS	CCX Desk Telephony Network Manager
		CX-DSK-AP-REC	CCX Desk agent auto pause record (price per agent)
		CX-PIDC-MGR	CCX Personal Information Data Compliance Manager

** Item name may be changed and will be released later*

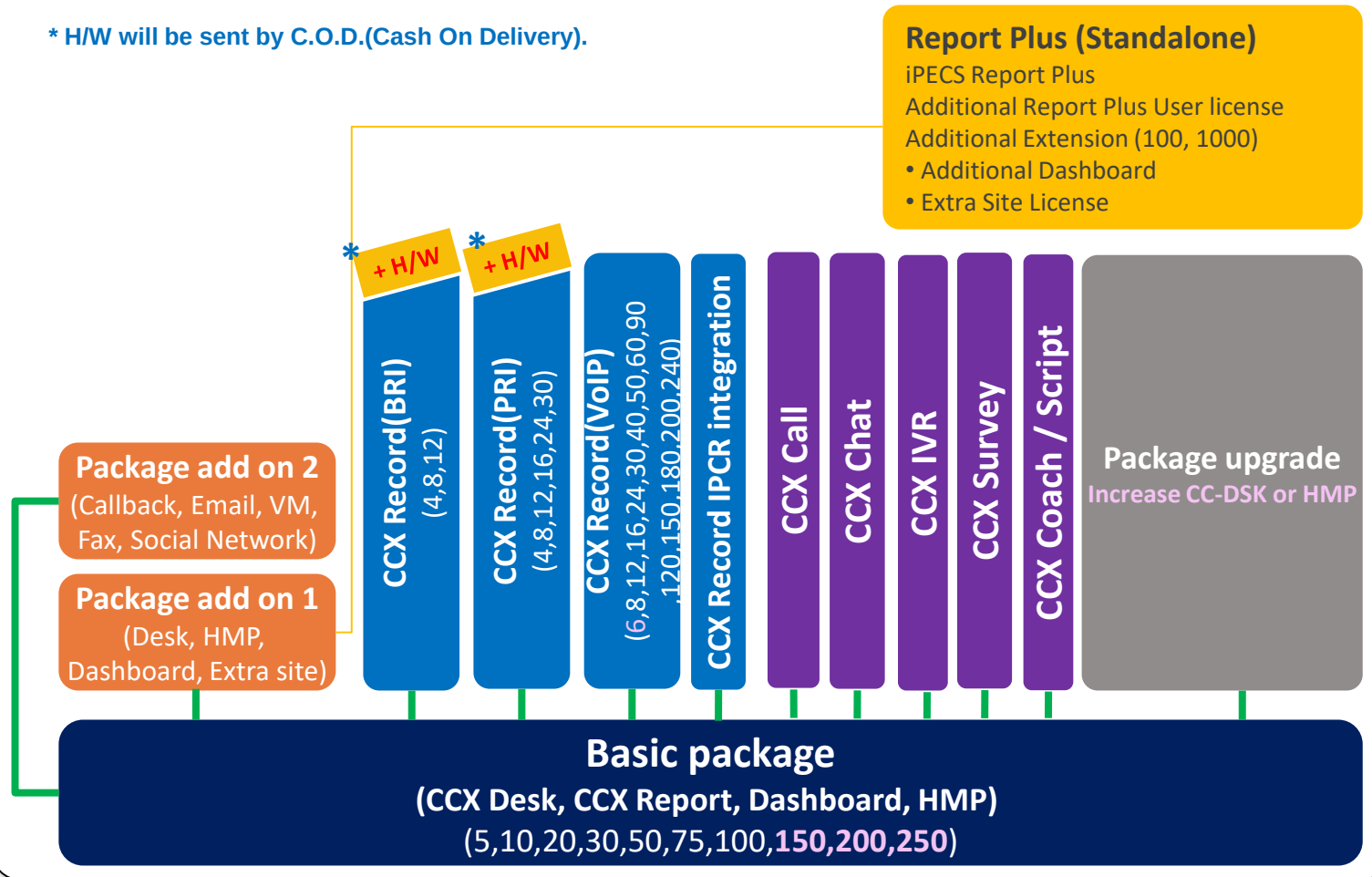
License – Changed & Removed Items

Category	CCS	CCX	Comments
Default Package (CC-PAC-xx)	- CCS DESK - CCS REPORT Client Licenses (report for 100 ext.) 2 Dashboard Licenses 4/12 HMP licenses	Changed components	- Changed components - Default HMP : 4/12 HMPs → 4 HMPs - Added Free Of Charge - CallBack in Queue in CC-PAC-5/10 - Web CB & 3 CHAT channels in All package
CCS Pac upgrade	CC-PU5-10/20/30/50/75/100	Removed	Just add CC-DSK & HMP for upgrade (Linear increasing)
	CC-PU10-20/30/50/75/100		
	CC-PU20-30/50/75/100		
	CC-PU30-50/75/100		
	CC-PU50-75/100		
	CC-PU75-100		
BRI Recording	CC-REC-B2	Removed	

** Item name may be changed and will be released later*

License - Structure

* H/W will be sent by C.O.D.(Cash On Delivery).



7% of product price for software renewal fee at the point of purchase

10% of product price for software renewal fee at the end of warranty

30% of product price for software renewal fee under out of warranty

SWA – Service Policy

- Package code should be included in IR registration
 - It will not be supported out-of-warranty
- ELG will mainly handle product issues only
 - Installation / Configuration errors are not port of basic service.
 - Remote support may be escalated to Advanced service.
- Advanced service should be purchased separately.
 - Installation, Configuration and additional training,...
 - **CCS Care service** (UK, AUS, US – New York time zone)
- Training First, Sales After
 - Save installation time and trial-error

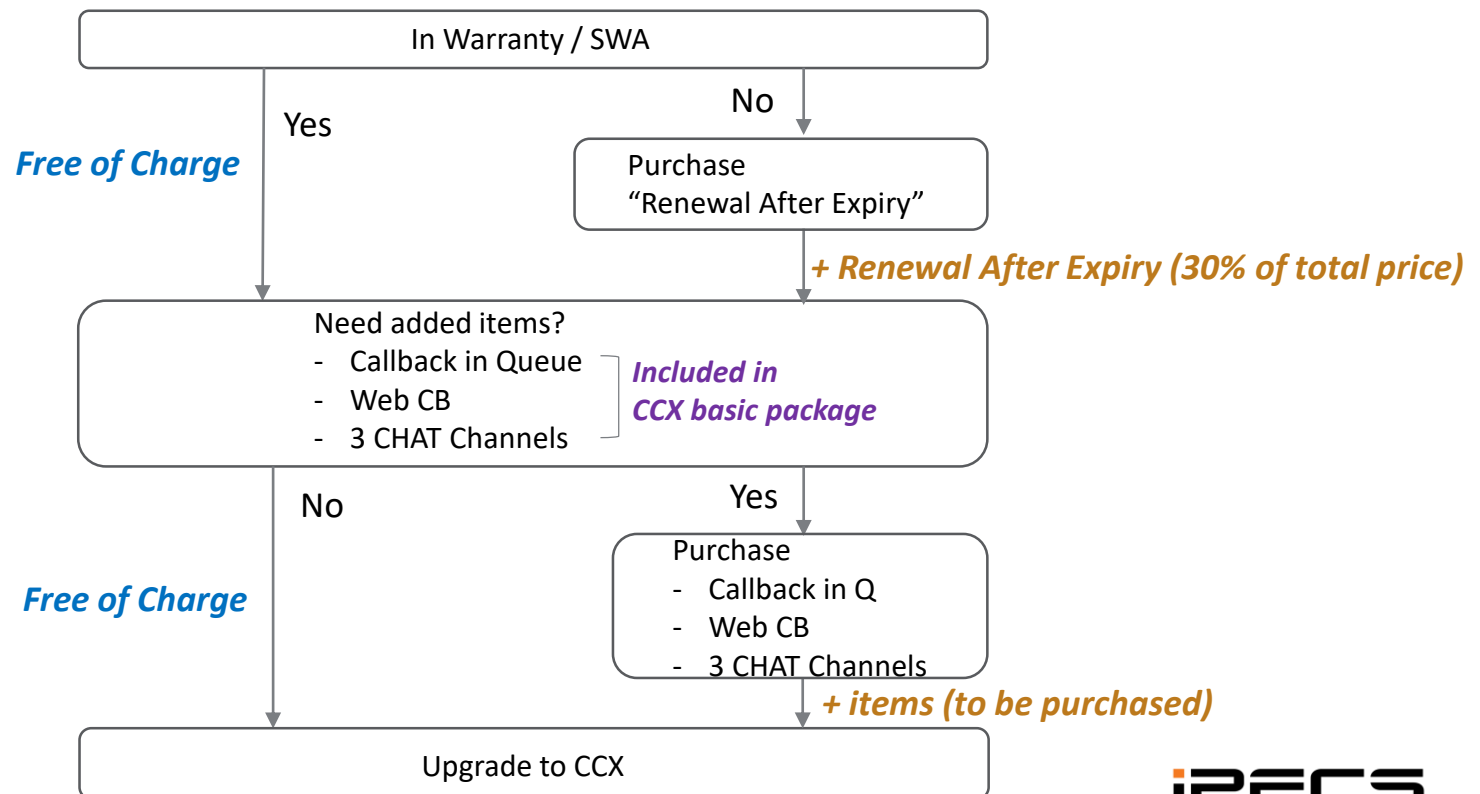
Report Plus(TBD)

- Integrated Package with CCX (**end of Y2019**)
 - **One package** for CCX and CCX Report Plus
 - Features will be identified by released license code. (Package code)
 - CCX Desk agent as ACD agent only with available features
- **Web based** dashboard
 - Same as CCX dashboard design using web interface
- New features
 - **CRM integration** using web based agent without additional license

Migration Policy

■ Migration from CCS to CCX

- **Existing CCS components** will be migrated to CCX in warranty / SWA customer with FOC.
- 3 items in package can be purchased by customer.(Optional)
- *CCX Installation / Upgrade will be supported by CCX Care*



End of document

IPECS is an Ericsson-LG Brand



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