Omni-channel Contact Center, iPECS CCX

Contact centers are now omni-channel, swiftly and professionally responding to your customers across a broad range of interaction channels. Your customers want you to respond immediately, accurately, in the manner they choose and they expect you to have their details already to hand.

Lead aquisition

Website	Email marketing	Social media	Google Ads	Blogs	SMS marketing

Contact method

Voice	SMS	Web chat	Email	Call-back	Social media	FAX

Service
Omni-channel queue
Channel and skills based routing

Contact Centre

Agents	Intelligent routing	External resources	Overflow strategies	Advanced wait services	Self service	IVR

Omni-channel Contact Center solution

iPECS CCX goes far beyond traditional ACD systems, providing you with an array of communication channels such as voice; SMS; email; fax; web-chat; web-call-back; call-back-in-queue and social media connections, meaning you can connect on any level.

iPECS CCX for all business size and types

iPECS CCX is for all business types. Whether you are small, medium or a large enterprise, whether you are in one office or in various geographical locations or utilising remote workers, you can now offer the key requirements for successful and modern customer experience.

Instant business transformation

Integrate with your current CRM and applications with the contact center solution. Use Click-to-dial from Outlook, CRM, database or anywhere in Windows. Recieve incoming calls' automatic screen-pop with caller's details. Set availability and easily identify the status of other users an ensure calls are directed to the best person for the job. Monitor and analze your team's perfomance with data dash board. Transform your business instantly with iPECS CCX simplifying your business infrastructure and enhancing your customer experience.

Make it easy for your customers to communicate however they want, wherever they are

Presence status display

iPECS CCX has iPECS CCX Desk modular featue integrated as defalut that enables your PC experience seamless when engaging your customer with full support service. With the iPECS CCX desk, users can quickly and easily update their status to any one of the options predefined by the administrator.

It displays the status of other users and how long they have been away. If a user wishes to contact another user who is currently unavailable, they can message them or even set an alert to identify when that user becomes available.
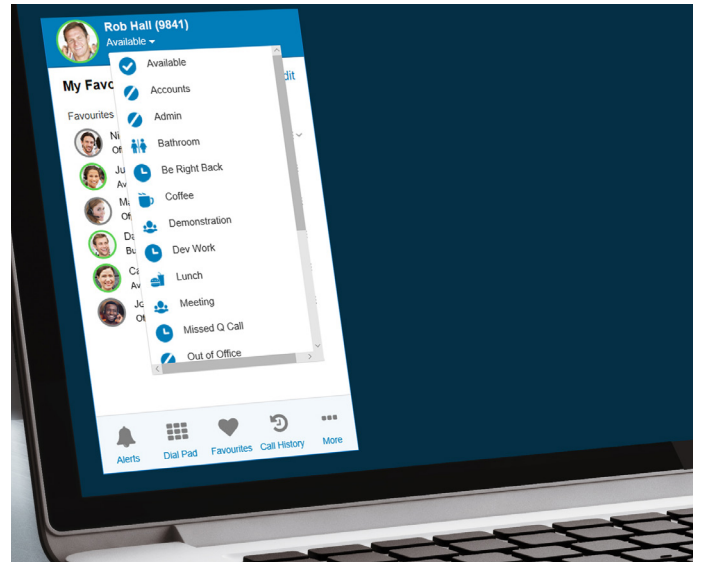
Contact detail DB integration

iPECS CCX Desk allow agents to access the caller's detail immediately, enabling them to answer with a warmer, more professional welcome.

By integrating into your Customer Relationship Manager (CRM) or database, calls are automatically matched with contacts in your system and the customers information is presented in a screen-pop right on the agents' desktop.

When used in conjunction with Outlook, CRM or a database, previous calls are logged and all the customer history (including recorded calls where applicable) are easily accessible at the click of a button.
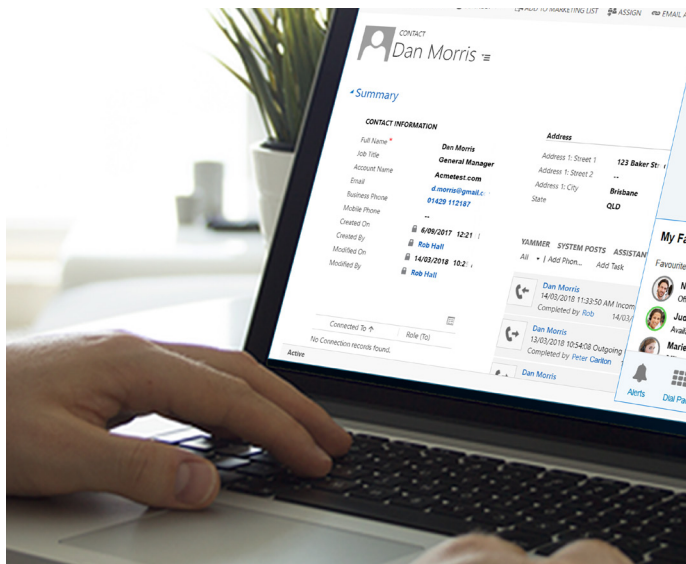
Call management

Calls can be answered, put on hold and transferred with the click of a button. Agents can select from a range of transfer options; they can SMS or instant message colleagues or have iPECS CCX Desk alert them once a busy user is made available.

This intuitive and flexible system ensures an efficient and cost-effective platform for your organization, whilst providing the highest quality customer experience.

Business intelligence reporting

iPECS CCX has iPECS CCX Report Plus modular feature integrated as defalut that has web interface for users' real time monitoring and analysis.

The solution offers powerful reporting tools for system performance, service levels, grades of service and team evaluation. Because "what gets measured, gets managed".

Reports may be set to be emailed automatically on your own schedules and delivered directly to your email, or run ad-hoc reports and create your own filters for deep analysis of your business and team performance.

Measure your key business metrics

Measure staff efficiency to improve productivity and customer service. Tracking account codes for project and item billing will give you insights in managing your business.

With automatic report scheduling you can manage workflows when you print, email or export to file (CSV, PDF, Excel). In addition, Multi-user and multi-site support will give you the seamless monitoring experience.

Powerful supervisor's monitoring tool

Due to the flexible web based architecture, supervisors can log in and monitor their teams from anywhere using the powerful tools integrated into iPECS CCX Desk with iPECS CCX Report Plus, all included in iPECS CCX as a defalut.

Supervisors can see a log of all the calls made or taken by each agent and when used in conjunction with iPECS CCX Record, individual calls can be played back at the click of a button. Including iPECS CCX Record, there are many modular features that can be additionally integrated to the solution.

A modular suite of customer experience applications tailored to your business

iPECS CCX technology is a modular range of customer experience applications enabling you to pick and choose what works for you. These can be delivered individually or integrated together for a complete business solution.

CCX Call

iPECS CCX Call is the Evolution of the outbound contact centre with true omni-channel reach. A blended environment that means your team connect with more people and create more opportunities.

CCX Coach

Build skills, confidence and improve the performance of your team. iPECS CCX Coach features agent evaluation and training management tools including questionnaires, an e-learning library, reporting and agent assessment.

CCX PICM

Protect and selectively display your personal information. iPECS CCX PICM provides security to protect personal information.

CCX IVR

Allow your customers to save human resources for complex and more personal tasks. iPECS CCX IVR is a powerful Interactive Voice Response Engine and Management Module that offers sophisticated features and a highly configurable IVR designer tool.

CCX SMS

Ensure inbound SMS messages get to the right person using the skills based routing functionality of iPECS CCX SMS. Easily send SMS directly from your PC or reach all your clients with SMS marketing directly from your database or CRM.

CCX Chat

iPECS CCX Chat enables instant sales leads by allowing visitors to initiate a web chat straight from your website. Chat is fast becoming the channel of choice for customer service and is the perfect complement to our iPECS CCX omni-channel contact centre solution.

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CCX Survey

Create your own surveys with iPECS CCX Survey to measure customer service and translate the feedback into profitable growth.

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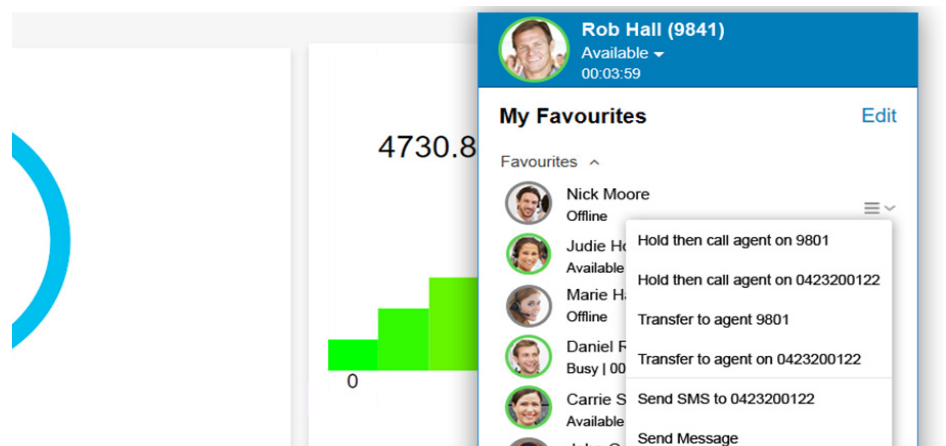iPECS is an Ericsson-LG Brand

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Multi Media Outbound Call Solution, iPECS CCX Call

iPECS CCX 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.

- Fully blended IP Contact Center Solution
- Preview, Progressive, Pre-emptive, Predictive, Adaptive & Outcall modes
- Load campaign data from ODBC or directly from CRM
- Unlimited campaigns
- Unlimited agents per team
- SMS & web call-back
- Completion codes
- Automatic & scheduled retry
- Campaign expiry date and scheduling
- Built-in CRM integration for list retrieval
- Historical reporting and dashboard

CRM & Software Integration

Dashboard

SMS

Reporting

Training

CCX**Call**

Outcall

Voice Recording

Campaign Management

Agent

Preview, Progressive, Pre-Emptive and Predictive Dialling

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

4730.8

Rob Hall (9841)
Available
00:03:59

My Favourites   Edit

Favourites ^

Nick Moore
Offline

Judie Ho
Available

Marie Ha
Offline

Daniel R
Busy | 00

Carrie S
Available

John Ga

Hold then call agent on 9801

Hold then call agent on 0423200122

Transfer to agent 9801

Transfer to agent on 0423200122

Send SMS to 0423200122

Send Message

OUTBOUND DIAL MODE

Preview Mode

In preview mode, the system will pop the next selected target details up allowing the agent to view pertinent details. iPECS CCX Call then dials the number when the agent clicks 'ready'. When finished the agent can complete any wrap-up details and then clicks 'ready' for the next target screen pop and 'ready' to dial the number - the cycle is repeated. In this mode the agent controls the pace of each next call.

Progressive Mode

In Progressive mode the call centre manager enters a wrap up time that allows the agent to complete details after the call - then the next target is popped to the agent and the number is dialled. When the call is completed the agent has the set time to complete details before the next target is popped and the number dialled. In this mode the administrator is enforcing a pace between each call.

Pre-Emptive Mode

If you don't have enough agents and/or reasonably high level call volumes then a pre-emptive dialer may be more suitable. The iPECS CCX Call pre-emptive dialling mode auto-dials the campaign numbers as agents become available and determines whether they are a 'positive' connection (answered by a person) or 'unpositive' (an answering machine, fax, or modem).

Predictive Mode

The predictive dialer's aim is to ensure a call is ready with a reached contact as the agent becomes available. Unlike pre-emptive, which waits to dial when agents are available, the predictive dialer is calculating when to start dialling for the next contact based on a prediction of when the next agent will be available and the time and number of calls it may take to get that next contact. The predictive dialer maximises the use of the agents and the contact list.

The predictive dialer uses a very specialised and complex algorithm by measuring and automatically adjusting its process to be the most efficient, including considerations such as below:

- Average ring time.
- Success rate.
- Max dropped call rate.
- Over-dial rate.
- Agent available count.
- Average call handling time.
- Connect rate

POWERFUL CAMPAIGN MANAGEMENT

Integrate with CRM or database

iPECS CCX Call can talk to your customer database or Customer Relationship Management (CRM) system, including Microsoft Dynamics, Salesforce, SalesLogix, GoldMine, Maximizer, ACT! and many more.

Campaign management

Use your CRM or spreadsheet to create segmented lists, which can then be imported into a iPECS CCX Call campaign. The campaigns offer a flexible system that can be configured to your requirements, assigned to specific teams and scheduled to call at the most successful times.

Set expiry dates for lists

In general, washed lists can only be relied upon for 30 days, which is why CCX Call allows you to assign expiry dates on your imported lists to ensure compliance.

Post campaign analysis

Exporting post campaign data from CCX Call and analysing the results is an excellent way to re-segment and create new campaigns, maximising your efficiency and effectiveness.

Rescheduling

Choose to automatically reschedule all unconnected calls, or have agents manually reschedule via a built-in calendar.

Reassigning

If an agent is unexpectedly unavailable, CCX Call can reassign the missing agent's calls according to your preferences.

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Smart Web Chat for Real-time Customer Service, iPECS CCX Chat

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

Chat is fast becoming a channel of choice for customer service.
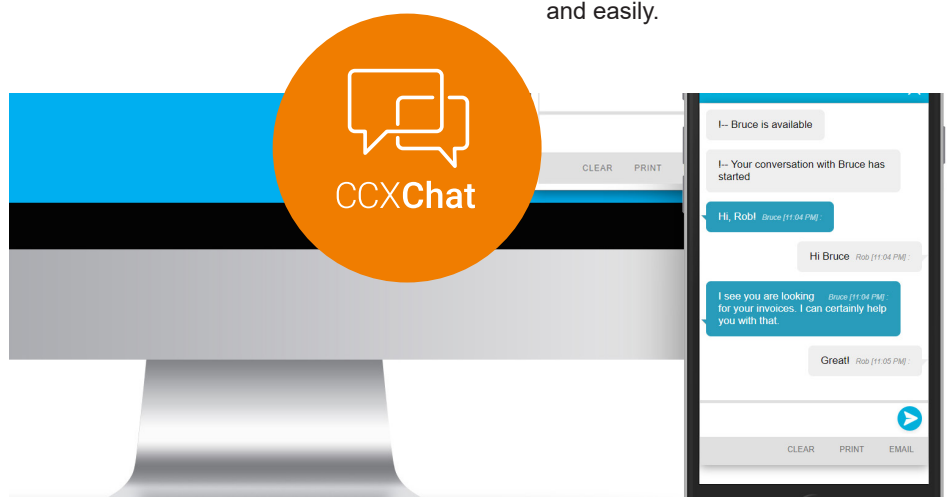
iPECS CCX for multichannel chat customer engagements

Today's customers choose to communicate in a wide variety of ways, including phone, email, SMS, web chat and SNS like Facebook. Smarter customer engagement starts with being able to communicate effectively in the manner your customers choice.

Chat is fast becoming a channel of choice for customer service and is the perfect complement to our iPECS CCX omni-channel contact center solution.

Your customers will appreciate more direct and personal service that web chat provides. It's not social media and therefore your interaction with your customer is only with them, not visible as part of an open forum or discussion.

By building customer-centric, omni-channel technology into your sales and support structure, your organisation will embrace the myriad of emerging technology and methods of communication.

- Give your clients instant communication with your internal teams, meaning better customer service.

- Instant sales leads for your business when a visitor initiates a web chat request from your website.

- Better first impressions of your business when new and existing clients get answered quickly and efficiently.

- Personal rather than an open public forum.

- Overcomes issues with accents, regional dialects, noisy environments etc.

- Provides an audit trail of the interaction.

- Very efficient, introducing multiple chats for agents.

- Enhances customer service as teams can talk to each other internally and provide the best response for the customer.

- Enhances customer service as teams can talk to each other internally and provide the best response for the customer.

- Integrate CCX Chat with our iPECS CCX solution for full omni-channel call centre functionality.

- Route different customer initiated web chat.

- Request to specific teams like sales, support and accounts.

- Direct the web chat request to our CCX Chat web based desktop client.

- One-on-one or multi-party chat.

- Transfer current chat or web chat requests to your colleagues quickly and easily.

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Intelligent Interactive Voice Response, iPECS CCX IVR

iPECS CCX IVR is a powerful Interactive Voice Response (IVR) Engine and Management Module designed to offer sophisticated features with a user configurable interface that uniquely provides a IVR designer tool in a flow chart design.

Efficiencies with lower costs

Online service 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 be more efficiently operated.

Create new services

By offering services 24 hours a day, new services can be added such as payment by telephone, or directed personalization such as recognition of the caller or their reason for calling - before the call is answered.

Empowering with IVR tool

A unique Designer Tool can take on simple administration tasks and changes and even design their own complex IVR scripts and features. A manager can easily set the task flow.

Customer Pin Code verification

Personalized Routing by either Caller ID or customer PIN Entry - access your customer database or CRM and look-up specified customer service fields that determine how the call can be routed.

V-Commerce

iPECS CCX IVR scripts can be developed to provide online customer payments and real time verification in conjunction with compatible e-commerce systems.

Account status

CCX IVR scripts can be developed to provide customer information or account status after online pin verification.

Personalized call forward

CCX IVR scripts can be developed to provide a range of personalized call forward options for special or VIP clients.

Service bureau & billing functions

iPECX CCX IVR can provide complete reporting and service billing functions utilized. Telephone Access and Billing CCX IVR scripts can be developed to provide telephone services via Pin Code Access and the billing information per account provided.

Self-service automation intelligent IVR & Design tool

CCXIVR

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Next Generation Customer Contact, iPECS CCX Social

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

CCX **Social**

Social Media as a channel

Customers today have choices in how they communicate and it's not just the telephone that is the preference! We now have a proliferation of dozens of new forms of communication: Internet, email, web messaging, VoIP, IM, video conferencing and now organisations are pressured as customers demand to communicate via their social media preferences.

SNS integration to iPECS CCX

Social Network Service such as Facebook are increasingly becoming part of the commercial landscape and businesses need ways to manage staff and meet their services quality. Utilising the power of iPECS CCX, users can now 'bolt-on' our iPECS CCX Social module, meaning even more reach and more power within your contact center. Most importantly iPECS CCX is not just about managing telephone calls, we can manage queue, route, escalate and respond to a range of multi-channel communication methods – whether it be telephone, email, fax, IM, web call-back or even SNS such as Facebook!

- Professionally manage and measure your social media.

- Ensure your SNS posts are directed to the best person for the job.

- Get real-time social media marketing statistics and trends when measuring your posts' response with the iPECS CCX Report Plus dashboard.

- Complete social media alert management so you know exactly when your marketing or advertising has hit the mark.

- Get full historical reports on all your social media marketing and client request with our iPECS CCX Report Plus module.

- Real-time administration interface.

- Range of queue management distribution modes.

- Skills-based routing.

- Social media queue priority and overflow management.

- Integrated reporting.

- Configurable completion and wrap up codes.

- Configurable threshold alarms with the iPECS CCX Report Plus dashboard.

Consumers are less likely to purchase from a company that leaves questions on social media unanswered.

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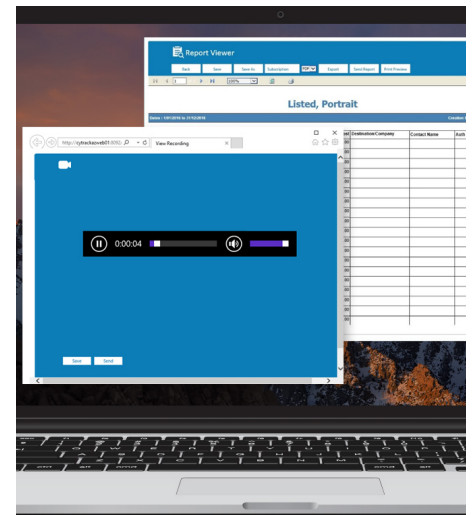
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- Resolve 'who said what' disputes quickly and without concession.
- Captures both SIP trunks and extensions.
- Traditional lines support: ISDN 2 (Basic Rate) ISDN 30 (Primary Rate).
- Search and playback via iPECS CCX Report Plus web client.
- Files compressed and encrypted as standard.
- Audit reports for security and compliance.
- Calls can be saved and exported as MP3s.

Record All

Random, conditional or on demand recording options are given accordingly to the settings. Use the application on your desktop, laptop or mobile provided by iPECS CCX.

API for automation

'PCI Application Pause API' for customers that require an automated approach. An example is when an agent switches to a data entry screen to enter an order and the recording must therefore be paused automatically in order to adhere to the PCI DSS requirements. Once the agent moves away from the data entry application, the recording of the call is resumed.

Compliance enhancement

Organisations now make contracts by phone and require 'voice signatures' in the form of a voice recording. The Government and the Payment Card Industry Data Security Standard (PCI DSS) mandates businesses to record and archive customer interactions.

iPECS CCX for both VoIP and traditional platforms

iPECS CCX offers the CCX Record O Series SIP recording solution. If you are using traditional trunk lines such as ISDN2, ISDN 30 or a mixture of traditional lines, your O Series SIP iPECS CCX Record will be the most economical solution. This Software only solution allows you to install CCX Record on a virtual machine or on your preferred locally sourced hardware.

Enhance the power of iPECS CCX record with iPECS Unified Communications solution.

Enable call recording and reporting with PCI DSS compliance.

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Add iPECS CCX Record call recording and reporting with PCI DSS compliance.

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iPECS CCX Record also allows you to monitor and improve your customer service through listening, training and compliance with the requirements of regulatory bodies.

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Minimum PC requirement :

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Evaluation and guidance iPECS CCX Coach

It's a challenge for businesses to deliver consistent training. And equally important is evaluating, providing feedback as well as fostering continuous growth of skills after initial onboarding is provided. iPECS CCX Coach leverages vocie recording to deliver a sophisticated agent evaluation, feedback and training management process.

No business can overstate how important training is to the quality of service, morale of the team and to the business bottom line.

CCX**Coach**

E-learning library

Import and publish a range of reference material for training. Agents can access via their Agent Portal and in conjunction with their assessments and feedback.

Reporting center

A wide range of reports are created that deliver the results of assessments including comparative results and trending performances.

Agent portal for assessment collection and learning progress

The Agent logs into their own personal web portal to review the results of their assessment and also access assigned learning material.

Agent assessment center

The assessor selects a date range and filters based on the agent name and a random voice recording is obtained from the records. The assessor plays the recording, applies the questionnaire and rates each question accordingly. The assessor can reference material in the E-Learning Library against each individual question and assign additional learning material to the agent.

Questionnaire creation and management center

Straight from your web browser, create an unlimited number of questionnaires and build a wide range of answer matrices, such as Y/N, rating ranges, or descriptive ranges such as excellent, good or poor.

1 Add and manage documentation to iPECS CCX Coach E-Learning Library

2 Access in the iPECS CCX Coach web portal using voice recordings integrated from iPECS CCX Record

3 Deliver feedback based on trend reporting, performance ratings and suggested learning material

4 Agent progresses learning activities, accessing the E-Learning library via their agent online portal

5 Create questionnaires in iPECS CCX Coach web portal

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Add SMS to your applications
iPECS CCX SMS

All our modules include SMS functionalities, whether for customer service such as SMS Call-Me, Telemarketing SMS bulk-out, SMS system alerts for administrators, or SMS to and from your desk to clients, partners and team members.

CCX**SMS**

- Easily send SMS directly from your computer using iPECS CCX.

- Reach all your clients with SMS marketing mail-outs directly from your database or CRM.

- Create auto-callbacks from SMS responses.

- Route SMS replies and requests to service & sales staff according to skills, using our skills based routing functionality.

- Add SMS functionality to your iPECS CCX modules.

- SMS message editor.

- Standard message templates management.

- Bulk SMS from iPECS CCX SMS and the option to link replies to call backs.

- Omni-channel inbound call center.

- Inbound SMS queue management and routing with iPECS CCX.

- SMS alerts and reports via iPECS CCX.

- Server based SMS solution.

- Requires you to select your own SMS provider.

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iPECS CCX SMS provides efficient and direct means of communicating with your partners and clients via SMS.

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Survey your customers
iPECS CCX Survey

Customer surveys can be the leading indicator when measuring customer loyalty, identifying unhappy customers, reducing churn, increasing revenue and a key point of differentiation that helps attract new customers.

Customer survey tool

Our iPECS CCX Survey is developed as a powerful but simple survey tool that enables you to ask your customer questions with a simple 1-10 score in line with the NPS methodology. You may then set rules to handle or escalate those callers who leave responses you wish to follow up.

The gold standard

iPECS recommends Net romoter Score (NPS) as the gold standard loyalty metric for measuring customer satisfaction and translating customer experience into profitable growth.

Know the score

To calculate your company's NPS, take the percentage of customers who are Promoters and subtract the percentage who are Detractors. iPECS CCX Survey allows you to design and create your own surveys to measure your customer's satisfaction and gain the true 'voice of the customer'.

The Net Promoter Score is based on the fundamental perspective that every company's customers can be divided into three basic categories: Promoters, Passives, and Detractors by asking one simple question, "How likely is it that you would recommend [your company] to a friend or colleague?"

Scale parameters

You can track these groups and get a clear measure of your company's performance through your customers' eyes. Customers respond on a 0 to 10 point rating scale:

- Promoters (score 9 - 10)

  The top score. Loyal enthusiasts who will keep buying and refer others, fuelling growth.

- Passives (score 7 - 8)

  Satisfied but unenthusiastic customers who are vulnerable to competitive offerings.

- Detractors (score 0-6)

  Unhappy customers who can damage your brand, impeding growth through negativeword-of-mouth.

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