

TRANSFORM

COMMUNICATION INTO

BUSINESS OUTCOMES

IPECS Cloud

Connect people. Empower teams. Unlock intelligence.

IPECS Cloud is a powerful UCaaS solution designed for the modern cloud environment. It combines the agility, flexibility and simplicity of the cloud with essential business communication features and AI-powered intelligence. Whatever the size of your business, future-proof your communications with a scalable cloud solution that enables your team to work from anywhere and work smarter.



| IPECS Cloud at a Glance |

Unified communications and
Collaboration

Enterprise-grade scale



AI Powered
Services

Powerful
telephony
features

Intelligent call
analytics and
reporting

Auto attendant,
Voice mail,
Call recording

Rest APIs for interworking with
3rd party applications



Easy operation and
maintenance, Auto provision
and resource management

Seamlessly
integrated
with Web Chat,
WhatsApp

VMware and
OpenStack
supported



Geographical redundancy,
Local survivability

IPECS Cloud Benefits



Save costs without compromise

IPECS Cloud will set you free from complexity and concerns over your resource utilization for business communications. No more outdated hardware to maintain or replace. Just a no-fuss cloud communication system that stays up-to-date. As your business grows, you can easily expand the capacity and features, and applications of your communication solution optimized and customized for your business needs. Letting your communication be simple and future proof, you can focus on your core business with your money and time saved.



Flexible deployment scenario

Businesses have different communication environment and needs. IPECS Cloud can be deployed in various environments as all public, private or hybrid cloud. Deploy the best fit for your network transformation. Whether you're moving to cut costs or boost performance, migrating to a new cloud means taking advantage of enhanced speed, reliability, and security. If you plan to expand, IPECS Cloud will expand with you. Enjoy one-size-fit-all scalability from a solution that benefits businesses of all sizes.



Work together anywhere

The IPECS Cloud suite delivers the flexibility, collaboration, and intelligence modern businesses need to work smarter. With IPECS ONE, an all-in-one UC & Collaboration solution, teams can easily collaborate in real time across multiple devices, conduct video conferences, and seamlessly share presentations and files. Building on this collaborative experience, AI-powered services help teams get more value from every conversation. AI-powered transcription, summaries, and action item extraction transform voice data into searchable, actionable business assets, helping teams capture key insights and turn conversations into meaningful outcomes.





Improve your customer experience

You may have experienced missing an important business call while you're out of office. Having continuity in your business communication is very important for your customer satisfaction. IPECS ONE enables users, regardless of location, to access IPECS Cloud from a browser or smartphone app delivering all of the features needed to communicate via voice, video or chat. Collaboration over video with colleagues or customers becomes just another button click on a browser or smartphone app. Deliver better customer service with IPECS Cloud.



Powerful Management Tool

IPECS Cloud incorporates a multi-layered management tool for reducing time and operation expenses. The management GUI which is web based is easy and intuitive management tool for all resources. The Back-end portal is for IPECS Cloud business partners for configuring and ordering of all services, with the billing gateway management by business partners. For the customer IT manager and end-user the front-end portal is used for all layers management. Get your team trained quickly, thanks to our easy-to-learn, intuitive interface that looks and acts the same on any device.



Self-manage and configure your devices

With today's complex enterprise business solutions and with limited IT resources, it may be difficult to manage all end users' change request. IT managers can divide the editing access by features and assign to the appropriate end users for a more flexible and customizable business environment. The end users can also manage their own configuration through the web browser wherever they are, boosting productivity of both your IT staff and the end user.



Telephony Essentials



- Hunt/Pickup/Paging Group
- Multi/One/Share Number
- Mobile Extension
- Hot Desk
- Remote Office
- Dial by name
- Custom Ringback Tone



Security



- Extension/Media/Trunk SBC
- Redundancy and Geo-Redundancy
- Data Encryption
- Call Fraud Protection
- PCI-DSS Support
- TOTP based 2FA



Business Application



- UC & Collaboration
- AI Powered Services
- Voice Mail
- Auto Attendant
- Call Recording
- Web FAX
- Analytics

IPECS AI Service

Turn every conversation into searchable, actionable business intelligence.

In today's fast-paced business environment, every customer conversation matters. But reviewing calls, identifying key insights, and following up on every conversation can be time-consuming. IPECS AI Service transforms call recordings into valuable, actionable insights. With just one click, you can transcribe conversations, generate concise summaries, identify customer sentiment, and extract action items—helping your team understand every call and respond with greater speed and confidence.

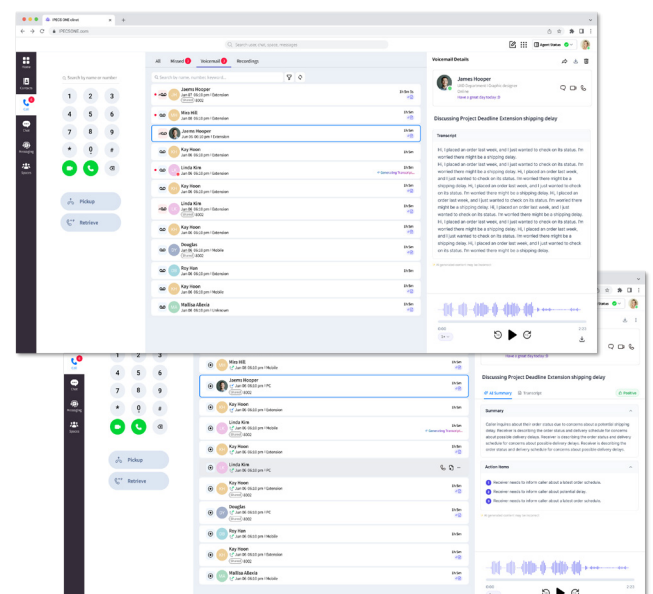
From Conversation to Action

TRANSCRIBE Convert call recordings into searchable text, capturing the full conversation without the need for manual note-taking.

SUMMARIZE Turn lengthy conversations into concise, easy-to-read summaries. Each call can include a title, narrative summary, and key action items for quick review.

UNDERSTAND Analyze the conversation to identify customer sentiment and gain a clearer view of the customer experience with Positive, Neutral, or Negative sentiment indicators.

ACT Automatically identify suggested follow-up actions and next steps, helping your team turn insights from every conversation into meaningful action.



Find What Matters, Faster

Instant Keyword Search

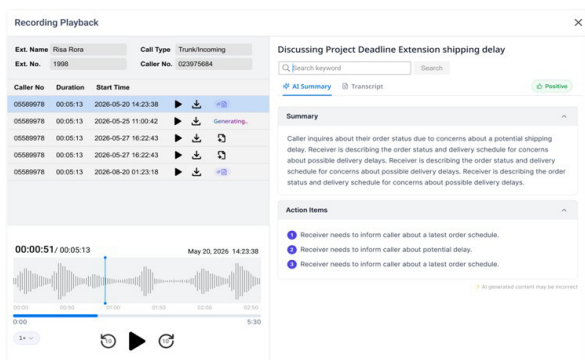
Search across all call transcripts to quickly find specific conversations, topics, or keywords without listening to entire recordings.

Faster Review

Quickly scan transcripts and AI-generated summaries instead of replaying entire calls, saving time and improving review efficiency.

Available Everywhere

Access AI transcripts, summaries, and insights across IPECS ONE, EMS and IPECS Analytics—so the right information reaches the right team, wherever they work.



Phones

Intuitive user interface, superior HD voice, comprehensive range of terminals meet the needs of your entire organization for today and future. Enjoy the wide selection of IPECS 1000i IP phones from entry level to professional business phones.



1080i Premium

Premium Gigabit video IP Phone

- 7" (1024 x 600) touch & color display
- Up to 48 programmable keys with 12 self-label keys
- HD video with high resolution (HD720p) and 8M pixel camera
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 2 USB ports for charging and USB accessories
- Built-in Wi-Fi, Built-in Bluetooth and HDMI port
- OS version: Android 10



1050i Advanced

Advanced Gigabit color IP Phone

- 8 line 4.3" (480 x 272) color display
- Up to 36 programmable keys with 12 self-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wide band voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories



1040i Professional

Professional Gigabit color IP Phone

- 6 line 3.5" (480 x 320) color display
- Up to 24 programmable keys with 8 self-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories



1030i Essential

Essential Gigabit color IP Phone

- 6 line 2.8" (320 x 240) color display
- Up to 18 programmable keys with 6 self-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports



1020i Basic

Basic Gigabit IP Phone

- 4 line 2.8" (132 x 64) gray scale display
- Up to 16 programmable keys with 4 self-label and 4 paper-label keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports



1010i Entry

Cost effective entry IP Phone

- 4 line 2.4" (132 x 64) BW display
- 4 self-label programmable keys
- HD audio for handset and speaker with wide band codec (G.722, Opus)
- Full duplex speakerphone with wideband voice



1048ilss



1024idss



1048idss

Expanding the scalability and responsiveness

- 1048ilss: 48 buttons DSS (LCD type underlay)
- 1024idss: 24 buttons DSS (Paper type underlay)
- 1048idss: 48 buttons DSS (Paper type underlay)
- Compatible with 1020i, 1030i, 1040i, 1050i, 1080i



IP DECT

Empower mobility with durable, IP DECT solutions

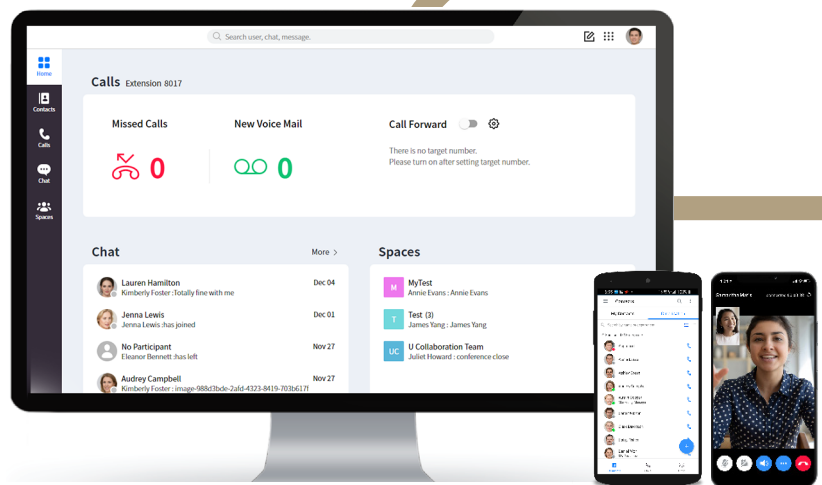
- Phones: 150dh, GDC-800H, 120dh
- Base stations: 130db, 110db
- Repeater: 100dr



Applications

IPECS ONE

IPECS ONE is a web based unified communications & team collaboration solution that allows you to connect with your team and customers anywhere, anytime. IPECS ONE provides a digital workspace to boost productivity and improve customer experience by unifying voice, messaging, conferencing, sharing, and AI-powered features. These intelligent features help you capture and understand conversations, gain valuable insights, and take meaningful action. Get work done more efficiently with IPECS ONE.



Key features

IPECS call handling

Desktop phone control

Voice mail

Call recording

AI Transcription, Summary

1:1, Group chat

Initiating group call

Ad-hoc conference

Video conferencing

Team messaging

Guest access through URL link

File transfer, Sharing

Global search

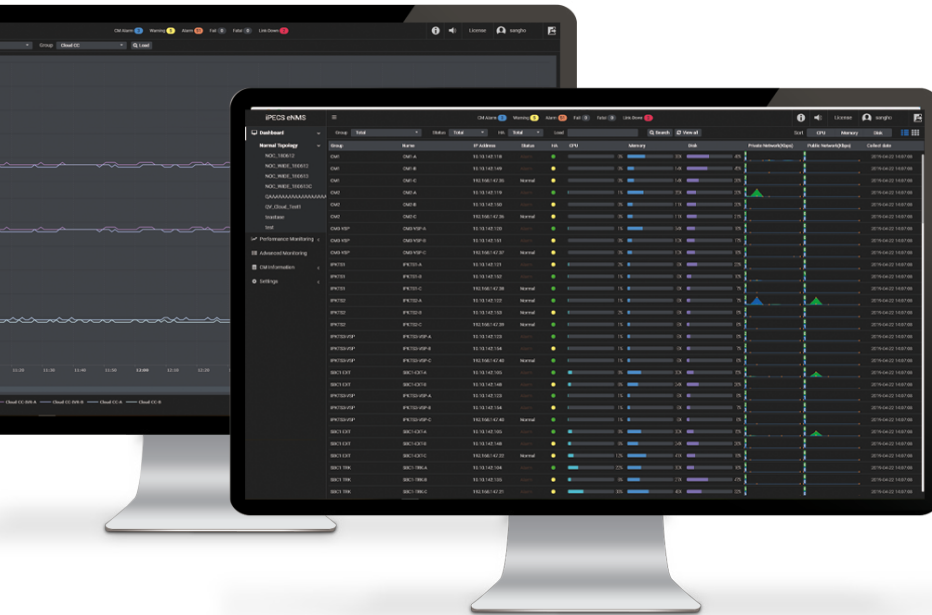
Personal & company directory

CRM integration

Automated provisioning

IPECS eNMS

Advanced operation management tool to maximize network efficiency for all critical network operators.

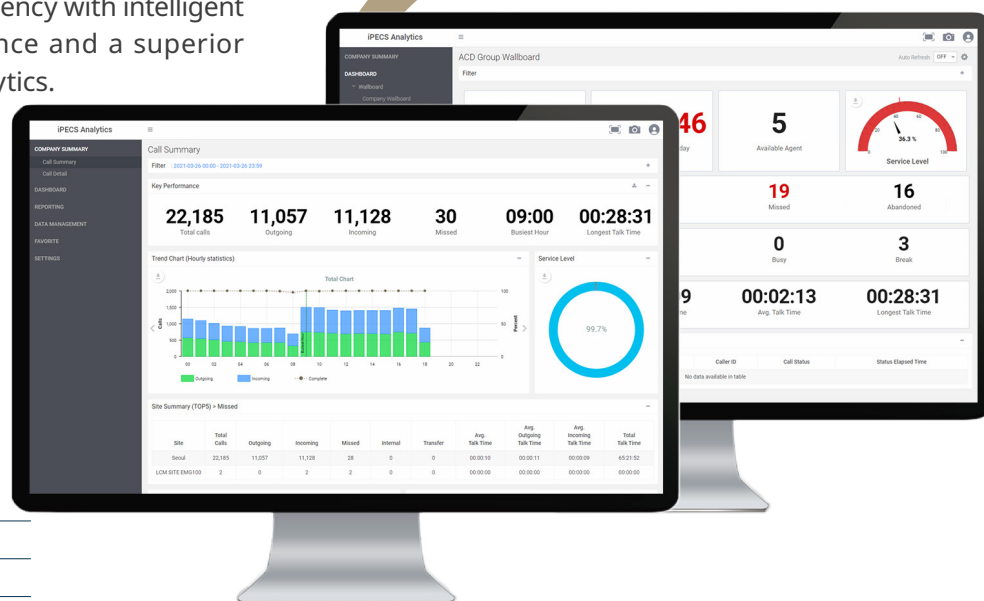


Key features

- Centralized architecture – server grouping
- Network diagram display and configuration
- System performance monitoring – CPU, Memory, Disk etc.
- System configuration – LCM, TDM, G/W status
- Statistics reporting dashboard
- E-mail notification – Alarm, Failure
- Terminal and subscriber monitoring

IPECS Analytics

Turn call data into AI-powered insights to understand your business and customers. Easily analyze trends, optimize resources, and improve efficiency with intelligent analytics. Deliver better performance and a superior customer experience with IPECS Analytics.



Key features

- Extension (terminal), Trunk status monitoring
- Call detail tracking features
- Agent and Group performance analytics
- Real time monitoring for ACD groups and Hunt groups
- Real time Dashboards and Reporting
- Customizing wallboard support
- Built-in contact center analytics
- AI Post-call Summary / Transcript / Keyword search

IPECS ONE Messaging

Beyond Voice. One Client. Simple CX.

Give customers more ways to connect with your business through IPECS ONE Messaging. With Live Chat and WhatsApp natively integrated into IPECS ONE, agents can manage customer conversations and voice calls from one familiar interface. Simplify every interaction, improve response efficiency, and deliver a seamless customer experience—without the need for additional systems.

Live Chat

Engage customers while they browse.

Create a branded Live Chat experience on your website and connect with customers in real time. Manage conversations directly through the IPECS ONE client.

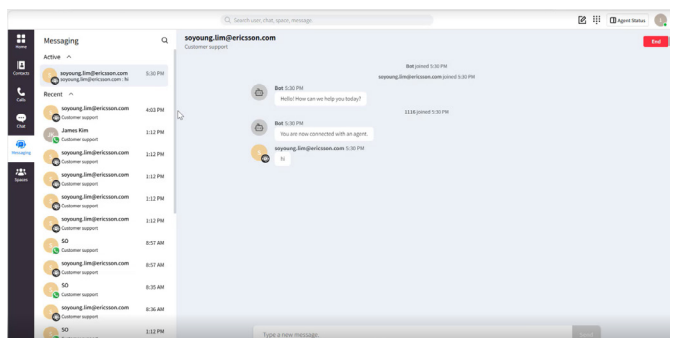
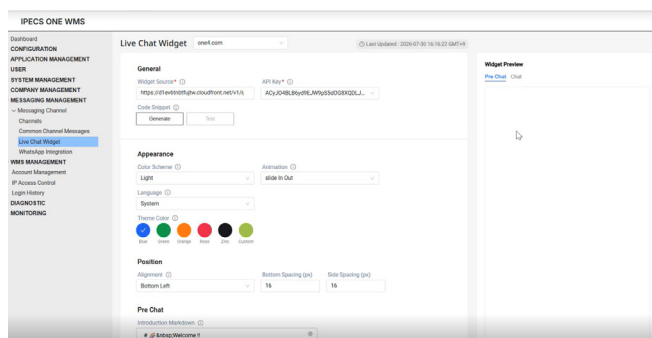
• Customizable Chat Widget	Create and customize a Live Chat widget to match your brand and website.
• Real-Time Engagement	Engage customers while they browse your website and respond in real time.
• Instant Customer Connection	Connect with website visitors instantly and turn interactions into opportunities.
• One Client Management	Manage all Live Chat conversations directly through the IPECS ONE interface.
• Simple CX	Deliver convenient customer engagement without the complexity of additional systems.

WhatsApp

Stay connected on WhatsApp.

Connect your business WhatsApp account directly to IPECS ONE and manage customer conversations from the same interface. Support multiple numbers with dedicated queues for efficient customer routing.

• Connect anytime, anywhere	Stay connected with customers anytime, anywhere and manage WhatsApp conversations directly through the IPECS ONE interface.
• Easy Meta Integration	Easily integrate with Meta Business Platform and manage WhatsApp directly from the IPECS ONE management system.
• Multi-Number & Queue Routing	Support up to 2 WhatsApp numbers, with a dedicated routing queue for each.
• WhatsApp Capabilities	Support up to 100 concurrent sessions and agent responses within Meta's 24-hour customer service window. * Concurrent session capacity is subject to change.



Connect What Matters. Move Business Forward.

Bring people, communication, and AI together in one connected experience. IPECS Cloud helps businesses communicate smarter, collaborate better, and unlock new possibilities with AI.

