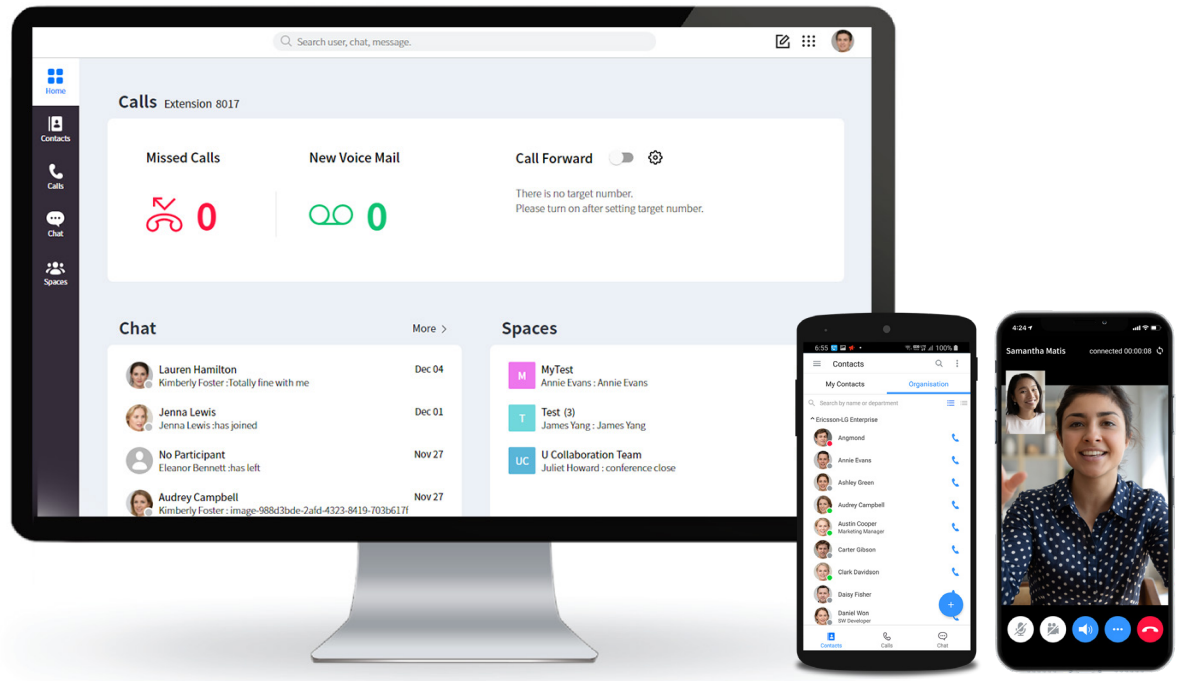
IPECS
Part of Ericsson

The only app you need for all your business communications, IPECS ONE

Creating a smarter digital workplace has never been simpler with one application that brings everything together. Work seamlessly with your team using advanced tools for calls, chat and collaboration, enhanced by AI-powered features, from anywhere, anytime.



Unified Collaboration

- IPECS call handling
- Instant Messaging
- Conferencing

Superior User Experience

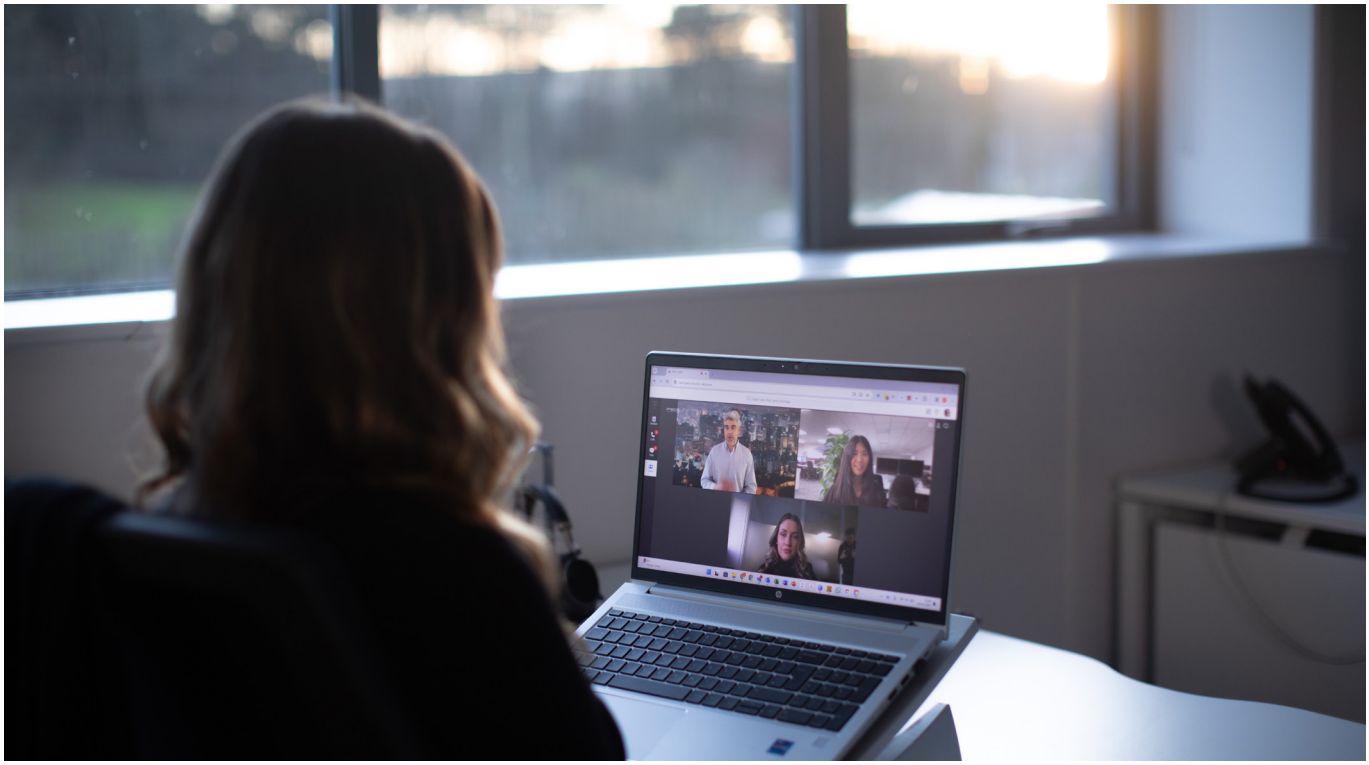
- AI Powered Service
- Live Chat and WhatsApp integration
- Easy-to-use interface

Web Technology

- Voice, Video, Sharing on WebRTC
- Access from anywhere
- Always up-to-dated client

Open Architecture

- Web API for 3rd party apps
- Integration with well-known CRMs



Chat

Instant messaging is a key feature for every team. iPECS ONE allows users to set up multiple chat rooms on a personal or group basis. These chat rooms are persistent and allow staff to instantly reach colleagues or business partners. Share files or photos while chatting with other users or groups, and express yourself with emoticons. Your conversations are synchronized across multiple devices. With iPECS ONE, you can stay connected with your team and communicate anywhere, anytime.

Call

Enjoy a wide range of call features in iPECS ONE, supported by iPECS Cloud. Simplify your communications using robust call features such as Call Transfer, Call-Back, Pick-up Groups, Voicemail, Call Recording, and Ad-hoc conferences. Your iPECS ONE client can also be used as a phone control client for users who prefer to use a desktop phone as their primary device with a microphone and speaker rather than a soft-client. Manage calls effectively and access clear audio with iPECS ONE.

Conference

iPECS ONE's video and audio conference features allow for simple business collaboration anytime, anywhere. From 1:1 to multi-party, diverse forms of conferencing can be carried out through your iPECS ONE client. Simply choose the best fit for any situation from a variety of conferencing options, an intuitive user interface makes the process easy. This can drastically reduce the need for time-intensive and costly offline meetings and will allow businesses to focus on other high-priority tasks.

Collaborate

Collaborate quickly and efficiently with iPECS ONE Spaces, a virtual collaboration workplace for HD video conferencing, instant messaging and sharing. You can simply create spaces for team collaboration and invite your colleagues and customers. iPECS ONE allows you to access all of your communications securely in real time, no matter where your team are based. Work together seamlessly with your team using iPECS ONE's collaboration features.

AI Service

AI-powered features take IPECS ONE's communication capabilities even further. AI Transcription converts recordings and voicemails into searchable text, while AI Call Summary provides concise summaries and key action items. AI Sentiment Analysis helps identify customer sentiment, while suggested follow-up actions turn insights into meaningful next steps, helping your team work more efficiently and deliver better customer experiences.

Versatility

IPECS ONE Messaging gives customers more ways to connect with your business through Live Chat and WhatsApp, natively integrated into IPECS ONE. Agents can manage customer conversations and voice calls from one familiar interface. Additionally, IPECS ONE integrates with leading CRMs, providing access to customer information. Together, these capabilities help your team deliver better customer service and increase business productivity.

Key Features

Client Setting
• My information
• Changing call forwarding
• Anonymous call reject
• Language setting, Audio & Video setting
• Device management

Multiple Log-in
• Simultaneous Log-in
• Presence synchronization
• Call log synchronization
• Chatting history synchronization
• Chatting continuity

Contacts
• Shared directory, Personal directory
• Editing contact groups
• Add and delete a contact
• Organization hierarchy shown in the client
• Show detailed information of member selected
• Integration with well-known CRM solutions (Web Clients only)

Presence
• Unified presence for telephony and user status (Available, Not available, Busy, DND)
• Change my presence (Online, Busy, DND)

Chat
• 1:1 chat, Group chat
• Voice chat, Video chat and Text messaging
• Chatting room
• Navigating chats
• Inline pictures of sender and receiver in chatting window

Search
• Global search
• Local search in My contacts, Organization chart, Chatting room or Spaces

Video Call
• Make a video call
• Video call to IP Phone
• Change from an audio call to a video call
• Change from a video call to an audio call
• Mute voice
• Full screen

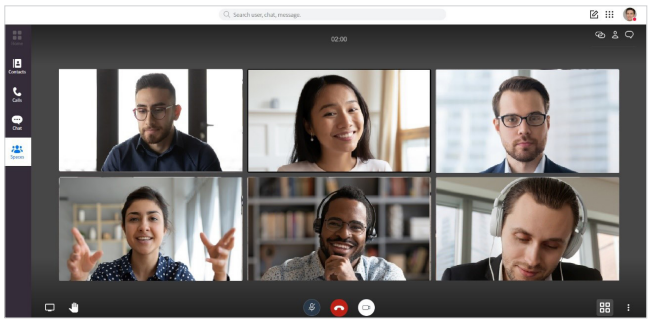
Audio Call
• Make a voice call with various options
• Receive a voice call with various options
• Multiple calls, Group call
• Ad-hoc Conference
• Busy service (Call back, intrusion)
• Voice mail
• Call logs

Collaboration
• Create and delete Spaces room
• Persistent chat
• File sharing
• Video conference
• Conference control (Host authorization, Block chat, Remove etc)
• Desk/Application share (Web clients only)
• Copy & share URL link to video conferencing (Web clients only)

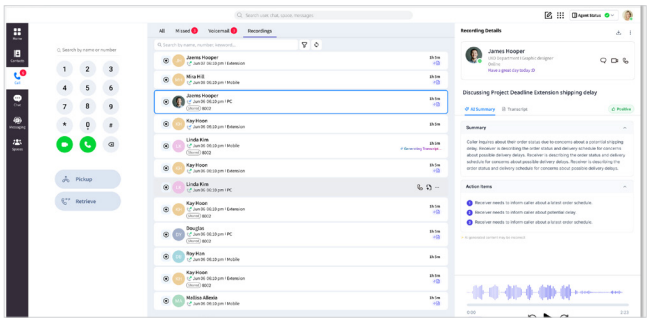
AI Services
• Transcription
• Call Summary, Action items
• Sentiment Analysis

Messaging
• Natively integrated with Live Chat and WhatsApp
** Available on Web Client only.*

Redundancy
• IPECS ONE server redundancy (Active-Standby)
• PBX connection redundancy



[Video conference]



[AI call summary & Action items]

IPECS ONE Features by User type

Specifications	Description/Key features	User types		
		Entry	Standard	Premium
Calls	Call logs	O	O	O
	Dialpad	O	O	O
	Voice Mail	O	O	O
	Ad-hoc conference	O	O	O
Contacts	Personal contacts	O	O	O
	Company organization	O	O	O
	CRM*	O	O	O
Chat	1:1 chat, Group chat	O	O	O
	Voice/Video Chat	-	O	O
Spaces / Persistent Workspace	Team messaging	-	-	O
	Video conferencing	-	-	O
	Sharing	-	-	O
	Guest access	-	-	O
Web client	Google Chrome, Microsoft Edge	O	O	O
Supported Platform	Chrome	O	O	O
	Android/ iPhone	-	O	O
VoIP Telephony	Built-in voice	-	O	O
Desktop Phone Control	Call control without voice	O	O	O
ONE Add-in for MS Teams	Teams desktop, web and mobile	-	O	O
File Storage	Pre-assigned storage for files	500MB	500MB	1GB

* CRM license key shall be enabled separately in user setting.

User Operation Environment

Type	Descriptions
Web Client	• Web Browser: Google Chrome version 80 or higher, Microsoft Edge version 118 or higher • Screen Resolution: 1280 X 1024 or higher, (1920 X 1080 recommended)
Mobile Client (Android)	• Operating System: Recommended 15.0 or higher • Hardware: Samsung Galaxy S20, S21, S22, S23, S24, S25, A33, A34
Mobile Client (iOS)	• Operating System: Recommended 18.0 or higher • Hardware: iPhone XS, XS Max, XR, 11, 11 Pro, 11 Pro Max, 12, 12 Pro, 12 Pro Max, 13, 13 Pro, 13 Pro Max, SE (2nd/3rd generation), 14, 14 Pro, 15, 15 Pro, 16, 16 Pro

* Note: Please refer to the user guide for more information.

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