



Increase customer satisfaction
...And drive productivity...

CALL CENTRE

Ericsson-LG iPECS call centre at a glance...

- iPECS ACD delivers automatic call distribution for your sales, support and call centre teams. ACD ensures the calls are delivered to the right people in your team as quickly as possible.
- Call queue announce helps customers know exactly where they are in the queue keeping them on the line ensuring you can help them and keep their business.
- Remote agent working means you can distribute your contact centre out of the office and utilise home based workers.
- Call stats provides the information you need to provide the best service for your customers with total calls, busy stats, call time, queueing time and unanswered calls.
- Agent log in and out ensures your team are available to your customers and you can maintain service levels. With simple wrap up times and ACD you can quickly deliver the next call automatically.
- Integrated applications to deliver a seamless contact centre experience from your desktop.

Call centres and contact centres are often thought to be the preserve of large or specialist organisations but with iPECS all of these features are available to businesses of any size. In most organisations handling calls from customers quickly and effectively is a core part of the business. Ericsson-LG iPECS technology enables you to easily manage, monitor and optimise call handling across your organisation.



Direct calls to the right teams and people with Automatic Call Distribution (ACD):

ACD sits at the heart of any contact centre technology and ensures your calls are distributed evenly across your teams and are answered quickly and efficiently. Ericsson-LG iPECS provides circular, terminal, ring group or longest idle agent as well as skills based routing options.



Understand and analyse your call patterns and service performance:

Ericsson-LG iPECS technology captures all of your communications activity and can display this on the handset or straight to your desktop. iPECS can help you understand peaks and high demand times, average call durations, missed calls and much more.



Home based call centre agent working: using remote workers to meet peak times, out of hours or just to access skilled workers can dramatically increase the performance of any call centre. Ericsson-LG iPECS technology supports remote agent working and provides visibility of activity, call monitoring and call recording regardless of location.



Call queuing, in queue announcements and VIP access: during busy peaks of call traffic call queuing helps your customers to know their call is important. iPECS in queue announcement tells your customers exactly where they are in the queue and helps them remain patient while you work to answer their call. VIP access enables your most important customers to skip the queue as the system recognises their telephone number or they enter a PIN code.



Integrated applications delivering contact centre tools to your desktop: Ericsson-LG iPECS technology offers integrations to leading call centre and CTI applications such as ical suite, PHONE-LINK as well as many others.

Ericsson-LG technology enables your organisation to respond quickly and efficiently to your customers. By utilising iPECS contact centre tools and technologies you can create a professional and efficient inbound or outbound call centre to increase your customer satisfaction, increase your productivity and win with iPECS.

AUTHORIZED RESELLER

iPECS
An Ericsson-LG brand