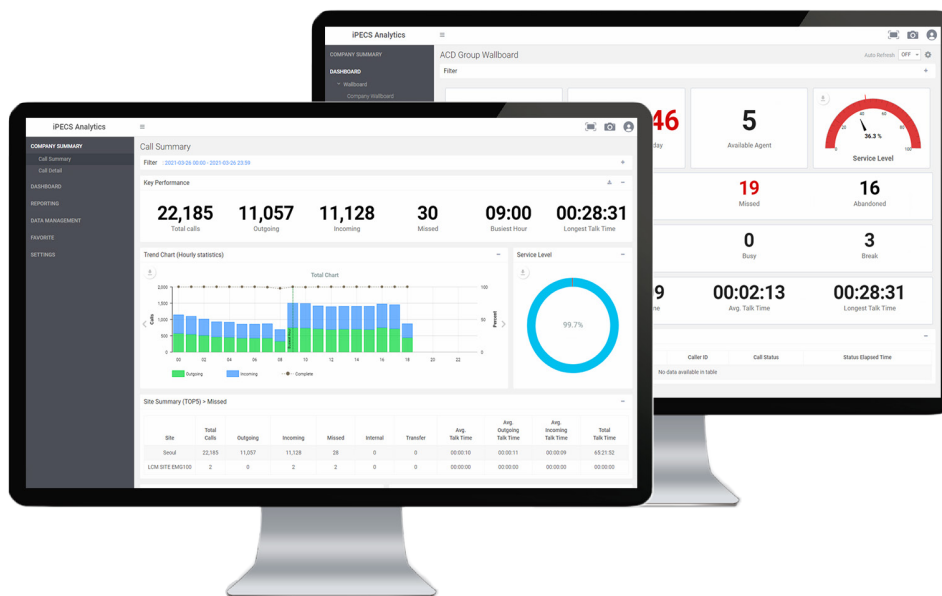


Improve the customer experience and optimize your business, iPECS Analytics

iPECS Analytics is a powerful call analytics solution fully integrated with iPECS Cloud. iPECS Analytics offers valuable insights into the communications of any business or call center. The real-time data provided by this service empowers your team to provide a superior customer experience.



Business insights

Gain valuable insights into your customer interactions with iPECS Analytics. iPECS Analytics displays business critical KPIs via different reports that can be tailored for individual users, DDIs, sites, groups, customers or agents. Detailed call result analysis enables you to monitor and troubleshoot issues, allowing for improvements to be made quickly. Call trend analysis reports are available daily, weekly, monthly and yearly. These reports can be used to discover trends and enact changes accordingly. iPECS Analytics integrates with iPECS Cloud, Ericsson-LG Enterprise's cloud communication platform; it is simple to deploy and manage your Analytics platform with user data synchronizing automatically from iPECS Cloud.

Simple and Flexible

Build productivity with the best-in-class analytics, reporting and resource management tool. Customize the reports you need to measure and improve resource efficiency. iPECS Analytics provides various types of pre-defined reports and easy-to-read dashboards that can be viewed in real-time. A filter allows you to receive custom reports about the information relevant to any selected user or group. Simple management features such as favorites, scheduled reports sent via email, and exportable reports (PDF, CSV) means that gaining the insights you need is never tedious. Finally, responsive web design enables you to access iPECS Analytics from desktop or mobile, both in the office and remotely.

Beyond analytics

Deliver a superior customer experience and drive your business decisions with real-time business insights from iPECS Analytics. iPECS Analytics can be accessed as a standard or advanced package. The standard package supports essential features related to historical reporting and standard monitoring commonly used in call analytics. The advanced package is perfect for those who need a simple and cost-effective call center solution. It supports live call monitoring as well as real-time performance statistics filtered by group or agent, allowing you to clearly view when your team are busiest and allocate resources as needed. With iPECS Analytics you can easily monitor, analyze and optimize your workplace.

Key Features

Company Summary

- Call Summary, Call Details

Reporting

- Extension Summary
- Extension Call Details
- Top5
- Site Summary
- DDI Summary, DDI Call Details
- Call Response, Missed calls
- Unreturned Missed Calls, Unreturned Missed Calls By Caller
- Longest Calls, Caller Tolerance
- Group Summary*, Agent Call Summary*
- Agent Activity Time Summary*, Activity Time Summary By Date*
- Agent Availability History*
- Hourly Report, Daily Report, Weekly Report, Montly Report
- Customer Summary, Customer Details, Area

Wallboard

- Company Wallboard, Extension Wallboard, DDI Wallboard
- ACD Group Wallboard*, Hunt Group Wallboard*
- Agent Status*, Agent Call Summary Wallboard*
- Group Summary Wallboard*
- My Dashboard

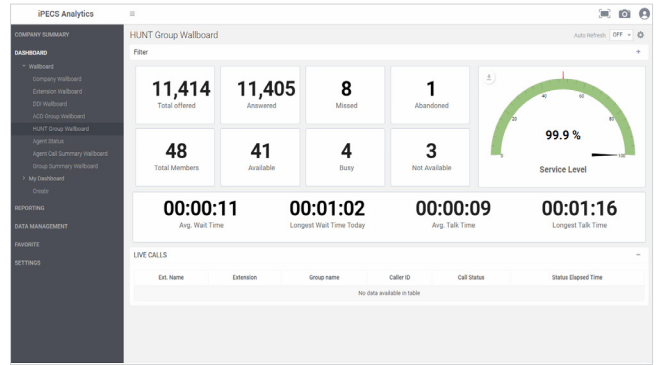
Data Management & Setting

- User Information, User Group Setting
- Area Setting, Customer Setting, DDI Setting
- Schedule Manager, Environment Setting

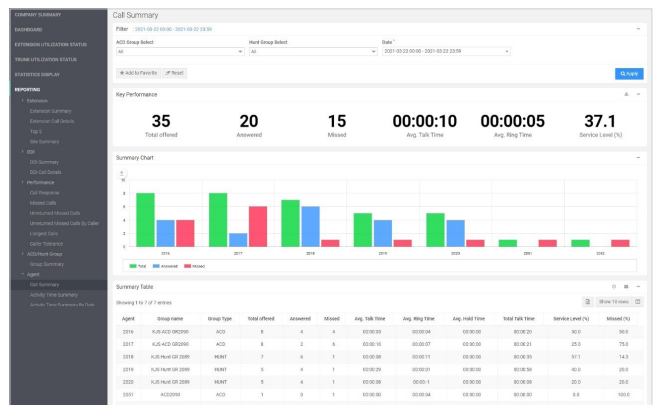
* Features supported by advanced package license.

Note: iPECS Analytics comprises of standard package and advanced package

- Standard package: Historical reporting and standard monitoring
- Advanced package: Standard features + Live group call analytics



[Hunt Group Wallboard]



[Agent Call Summary]

System Requirements

Item	Descriptions
iPECS Analytics client	<ul style="list-style-type: none"> • OS: Windows 7/8/10 or higher • WEB Browser: Chrome, Internet Explorer 11 or higher • Graphic: 1920 X 1080 x 32bit or higher provide optimized display option • CPU: Intel i3 / i5 / i7 or higher (AMD Ryzen 3 or higher), Memory: 4GB or higher

Note: Please refer to the customer manual for more information.

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG Enterprise shall have no liability for any error or damage of any kind resulting from the use of this document

© Ericsson-LG Enterprise Co., Ltd. 2021 Version 1.0

Ericsson-LG Enterprise Co., Ltd.
 (08503) 189, Gasan digital 1-ro, Geumcheon-gu, Seoul, South Korea / Telephone: +82-2-3777-1114 Fax: +82-2-480-7240
 www.ericssonlg-enterprise.com / www.iPECS.com

iPECS is an Ericsson-LG Brand

