Introducing the iPECS Cloud

from Ericsson-LG Enterprise

ERICSSON | LG

WHY THE iPECS CLOUD
and how it will benefit your business

iPECS Cloud provides resilient, secure and feature rich communications for businesses wanting to collaborate, communicate and understand their customers.

What is iPECS Cloud?

iPECS Cloud brings all the features you know and love to the cloud:

- Tailored to deliver reliable and simple communications to your desktop
- Use a handset, web portal or applications to access everything you need
- Pay monthly for the services you need as your business grows

Why would it suit my business?

iPECS Cloud is designed to scale; it suits all sizes of business whether you have a single home office or multiple locations around the globe:

- On-demand features and same-day provisioning
- Add or remove users quickly and easily
- Create a tailored experience for your users

What benefits will it deliver?

iPECS Cloud brings your team together with simple tools for collaboration and communication.

To name a few benefits:

- Flexibility
- Disaster Recovery
- Automatic software updates
- Reliable
- Cost efficient
- Work from anywhere

TELEPHONY ESSENTIALS

- ☑ Auto Attendant
- ☑ ACD
- ☑ Hunt groups
- ☑ Pickup groups
- ☑ Paging groups
- ☑ Voicemail
- ☑ Voicemail to email
- ☑ Music on hold

KILLER FEATURES

- ☑ Secure and reliable
- ☑ Inbound and outbound call centre
- ☑ Skype for Business Integration
- ☑ Unified Communications with presence and collaboration
- ☑ Local redundancy

COLLABORATION & MOBILITY

- ☑ Integrated UC and call centre apps

CONTROL & VISIBILITY

- ☑ Analytics
- ☑ Call reporting
- ☑ Scheduled reports
- ☑ Call recording
- ☑ Live call monitoring
- ☑ Portal for simple management

SPECIALIST COMMUNICATIONS

- ☑ Reception Console
- ☑ IP DECT

Our range of handsets are designed with simple user experience in mind with full access to the iPECS features and functionalities.

Handsets include:

LIP-9002

Introductory level

LIP-9010/9020

Mid-range level

LIP-9030/9040C

High call volume

Business phone

LIP-9071

Top-of-the-range touchscreen handset

Applications

UCE Mobile - Collaborate with colleagues and stay in contact with customers whilst on the move.

Key Features include:

- Presence: Easily see whether your colleagues are available using integrated presence
- Instant messaging
- Easy and intuitive conference calling
- Visual voicemail

UCE Desktop - Access the power of iPECS Unified Communications wherever you are with iPECS UC desktop client on your PC.

Key Features include:

- Instant Messaging
- Audio conference manager to set up ad-hoc or a conference room
- Visual voicemail

iCall Suite call analytics and reporting;

iCS Insight: Full visibility of call traffic via an online dashboard and real-time wallboard.

iCS Report: Monitor inbound and outbound calls on any device. Access configurable dashboards and detailed reporting. View wallboards, run and schedule reports.

Skype for Business Integration

Voice enable your Skype for Business Unified Communications tools using our simple application. Both Office 365 and on-premise Exchange are supported with this simple add-on app that fully integrates iPECS into your Microsoft UC desktop.

Cloud Portal

A simple yet intuitive interface makes it easy to manage the day to day running of your communications. Fully configurable admin and user access enables you to tailor the interface to meet your business needs.

Portsmouth COMMUNICATIONS