iPECS CLOUD

powered by Ericsson-LG iPECS

ERICSSON | LG

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Simplified Communications

with iPECS Cloud

What is iPECS Cloud?

iPECS Cloud brings all of the features you know and love from an on-premise phone system and delivers them through the cloud.

iPECS Cloud is tailored to deliver reliable and simple communications to your desktop from our highly secure and resilient data centres. This means we manage the phone system for you, and you just use the handset, web portal or applications to access everything you need, when you need it.

Why would it suit my business?

Because 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.

With on-demand features and same-day provisioning, you can add users or remove users quickly and easily. With our advanced feature packs, you can completely tailor the user's experience and provide a call centre solution, reception console and much more with a simple click.

What benefits will it deliver?

iPECS Cloud brings your teams together with simple tools for collaboration and communication. On-demand access to features and the ability to add or remove users means you have the flexibility to adapt to your business needs.

With fully featured handsets and simple web, PC or smartphone interfaces, your users will understand the benefits of iPECS Cloud in record time.

Phones can be automatically and quickly provisioned directly from the cloud.

Cloud Solutions Tailored To The Needs Of Your Team

Managing Director

"iPECS Cloud means I can scale and grow my business with confidence and know that everyone in my business can communicate and collaborate."

Mobile Sales Executive

"I am always on the go, and iPECS Cloud has enabled me to access my office communications regardless of device, location or time."

Office Manager

"The wallboard tells me and the team when we all need to grab the phones and simple reports help me stay on top of costs and response times."

Sales & Support Agent

"I can support my customers better as they know what's happening if they ever have to queue. There's a simple announcement with an auto attendant helping direct the call."

Global Account Manager

"Travelling abroad used to mean lots of expensive calls to the office and restricting calls home to my family, but with iPECS Cloud technology on my smartphone and laptop I can easily call at local rates wherever I am in the world."

Receptionist

"I can easily see what everyone is doing and transfer calls with a single button or mouse click. It's never been easier."

Warehouse Supervisor

"My mobile IP DECT handset means wherever I am everyone can still easily reach me. My team can also share a phone and access the communications they need."

IT Manager

"With a simple and intuitive web portal, I can make changes to iPECS Cloud myself and complete handset moves quickly and easily."

Home-Based Worker

"Being able to see the status ("presence") of my colleagues and instant message quick questions makes me feel like I am sitting next to my team."

IP Phones

These handsets are designed to provide a simple user experience with access to the full iPECS features & functionality.

1010i

Designed as a cost-effective entry-level IP phone.
4 programmable keys and HD audio. Perfect for businesses requiring access to the functionality of the iPECS platform.

1020i

Basic Gigabit IP office phone.
2.8" greyscale display, up to 16 programmable keys and x3 context-sensitive buttons.

1030i

Considered as the essential office phone.
2.8" full-colour backlit display, up to 18 programmable keys and dual Gigabit Ethernet ports.

1040i

The 1040i is the desired phone for a professional individual.
24 programmable keys, a 3.5" full-colour display, a USB port for charging smart devices and HD audio.

1050i

Dubbed the most advanced handset of the 1000i range.
4.3" full-colour display, up to 36 programmable keys, a USB port for charging smart devices and HD audio.

1080i

Cutting-edge premium IP phone based on Android 10, perfect for audio and visual communication for any business. Providing up to 48 programmable buttons, HDMI, USB, Bluetooth and WiFi built-in.

1024i DSS

Expand the capacity of your 1030i, 1040i, 1050i or 1080i handset by adding a DSS console, providing an additional 24 programmable buttons.

1048i LSS

The 1048i LSS console is supported on the iPECS 1030i, 1040i, 1050i and 1080i phones, providing an additional 48 programmable buttons.

Other Devices & Accessories

Tailor for your users with the right devices for their needs.

IP DECT

110-DH	130-DB	GDC 800H	GDC 800R	150-DH

- IP based DECT solution designed to leverage the power of your network
- Configure cost-effective coverage across your building or campus with IP base stations and repeaters
- Simple to use and intuitive handset designed to support users across your business

Yealink Phones

CP960	CP920	W53P DECT	W59R DECT

Yealink is a leading provider of UC devices and endpoints.
4 options available: CP920 & CP960 conference phones and the W53P and W59R IP DECT phones.

Accessories

Athena Vision Mini Webcam	HS-D2 Headset	HS-W1 Headset

- iPECS Approved 1080p USB webcam that is complatible across a multitude of platforms and devices
- iPECS Approved wireless headset that is supported across the 1030i, 1040i, 1050i and 1080i of the current iPECS handset range (add reference to the PC version)
- HS-W1MON & HS-W1BIN wired headsets are supported around the deskphone range but we can also supply USB cables to enable use with popular UC applications such as iPECS ONE and MS Teams

Unified Communication & Collaboration

Empowering your team to work together more productively.

iPECS ONE

iPECS ONE is the next generation of Mobile and PC-based voice and video communications from Ericsson-LG Enterprise. iPECS ONE is built on WebRTC that allows PC-based users to setup voice, video and chat sessions quickly and easily from their web browser. Accessing iPECS ONE on a mobile device is available via the Android or iOS applications (mobile phones only).

Key features include:
- Voice calls: Make, receive, and manage calls from your PC or mobile
- Chat: Use instant chat to communicate and share media with colleagues on a one-to-one basis or via a group
- Video: High quality video sessions with external and internal parties
- Spaces: Multi-party chat, video and file sharing between team members. Ideal when working on projects
- Contacts: Quickly access and manage company and personal contacts from PC or mobile devices
- Call Log: Instant access to call history from a mobile or PC. Ensuring no calls are left unreturned
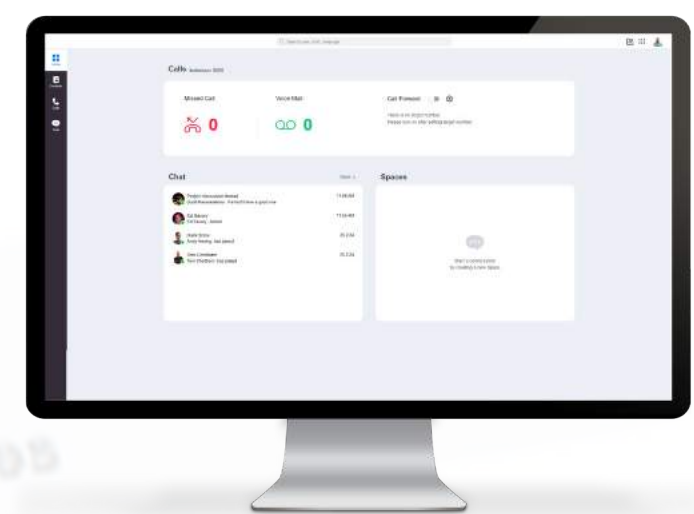
iPECS Cloud Mobile

iCM is a mobile service that delivers telephony functionality to the user through iPECS Cloud. Removing the need for a bulky mobile app, iCM delivers key functionality to the user and business:
- Record all calls to a mobile extension
- Report on and manage a mobile extension as if it was a desk phone
- Direct internal calls from mobile to office - just dial the extension number
- No mobile app required
- Present any number when making a call
- With iCM, your mobile workers are no longer reliant upon an additional app to be able to communicate with colleagues in the office and manage their calls. iCM embeds telephony functionality directly to the SIM card and requires minimal setup and provisioning.
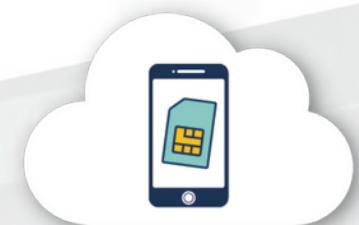
iPECS2Teams Integration

Deliver voice functionality directly to the Microsoft Teams client from iPECS Cloud with iPECS2Teams. Integration is quick and simple, thanks to the template-based provision process we have developed.

The following features have been tested and supported via this service:
- Make and receive a call
- Call recording, statistics and reporting
- Transfer a call (Note: Unscreened transfer only)
- Enable/disable DND (Note: Confirmation tone is not provided. After dialling the DND code, the call will ring for around 10 seconds and then drop. Once dropped, the DND is enabled. Making a second call will disable DND)
- Pick up a parked call (Note: Parking of calls from a Teams client is not supported)
- Group pickup / Call hold (Note: Retrieval from hold can take a few seconds)

Any feature or function that is not specifically detailed above is not supported via this service.

Call Connect GP

Enhanced Clinical System Integration

CallConnect
G P

Call Connect GP is an innovative middleware software solution, providing enhanced clinical system integration linking intelligently with the Ericsson-LG telephone platform to make telephone and SMS interaction with Patients as operationally efficient, productive and clinically effective as possible.

What will CallConnect GP do for you?

- An intelligent window pops up on the screen that matches the caller's number with patient information when calls are answered, allowing call handlers to quickly select the patient in the clinical system and typically saving **12 seconds per call**
- Seamlessly and accurately **capture any new number** from which a patient calls and add it to the Clinical System ensuring all activities that rely on up-to-date numbers are more efficient (such as SMS messaging solutions)
- **Immediately see notes and alert information** from the Clinical System that may affect how the call is handled
- **Identify "priority" tasks and alerts** that need to be actioned as part of the call, improving clinical outcomes and practice income
- **Recognise known non-patients** (such as Pharmacies, Hospitals, etc...) and add new numbers to the central Practice directory
- **Automatically connect outbound calls** with a click to dial from the clinical system or anywhere else on the PC

CallConnect GP Task Buster Overview:

Along with normal recalls and tasks, COVID and Flu vaccinations have substantially increased the numbers of patients GP practices are targeting for outbound contact. CCGP TaskBuster combines an outbound group contact utility linked to CCGP Priority Incoming Alerts to provide a fully joined-up solution with all activity recorded in an audit trail.

GP RECEPTIONIST

"The CCGP dashboard ensures that when we answer calls, it is simple to identify the patient and immediately select them in our clinical system. The additional CCGP information and prompts mean that we can give the best possible personalised service to patients and complete priority tasks whilst we have the patient available. Accurately capturing new numbers is so easy and we know this makes such as difference to all communication with the patient."

CLINICIAN - GP / NURSE

"With click-to-dial, I am able to quickly contact patients that are expecting a call. CCGP has eliminated failed telephone encounters by capturing new numbers, which some of our patients seem to change on a regular basis. The CCGP Practice Wide Directory is also really useful to search, call non-patients and make notes."

15,000
Desktops with CCGP user interface

7,600
Hours saved per month

430,000
New numbers captured per year

iPECS Analytics

Improves customer experience and optimise your business with 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 centre. The real-time data provided by this service empowers your team to provide a superior customer experience.

Company Summary

- Call summary, call details

Reporting

- Extension Summary
- Extension Call Details
- Top 5
- Site Summary
- DDI Summary, DDI Call Details
- Call Response, Missed calls
- Unreturned Missed Calls, Unreturned Missed Calls By Caller
- My Dashboard
- 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, Monthly Report
- Customer Summary, Customer Details, Area

Wallboard

- Company Wallboard, Extension Wallboard, DDI Wallboard
- ACD Group Wallboard*, HuntGroup Wallboard*
- Agent Status*, Agent Call SummaryWallboard*
- Group Summary Wallboard*

Data Management & Setting

- User Information, User Group Setting
- Area Setting, Customer Setting, DDI Setting
- Schedule Manager, Environment Setting
- * Features supported by advanced package license
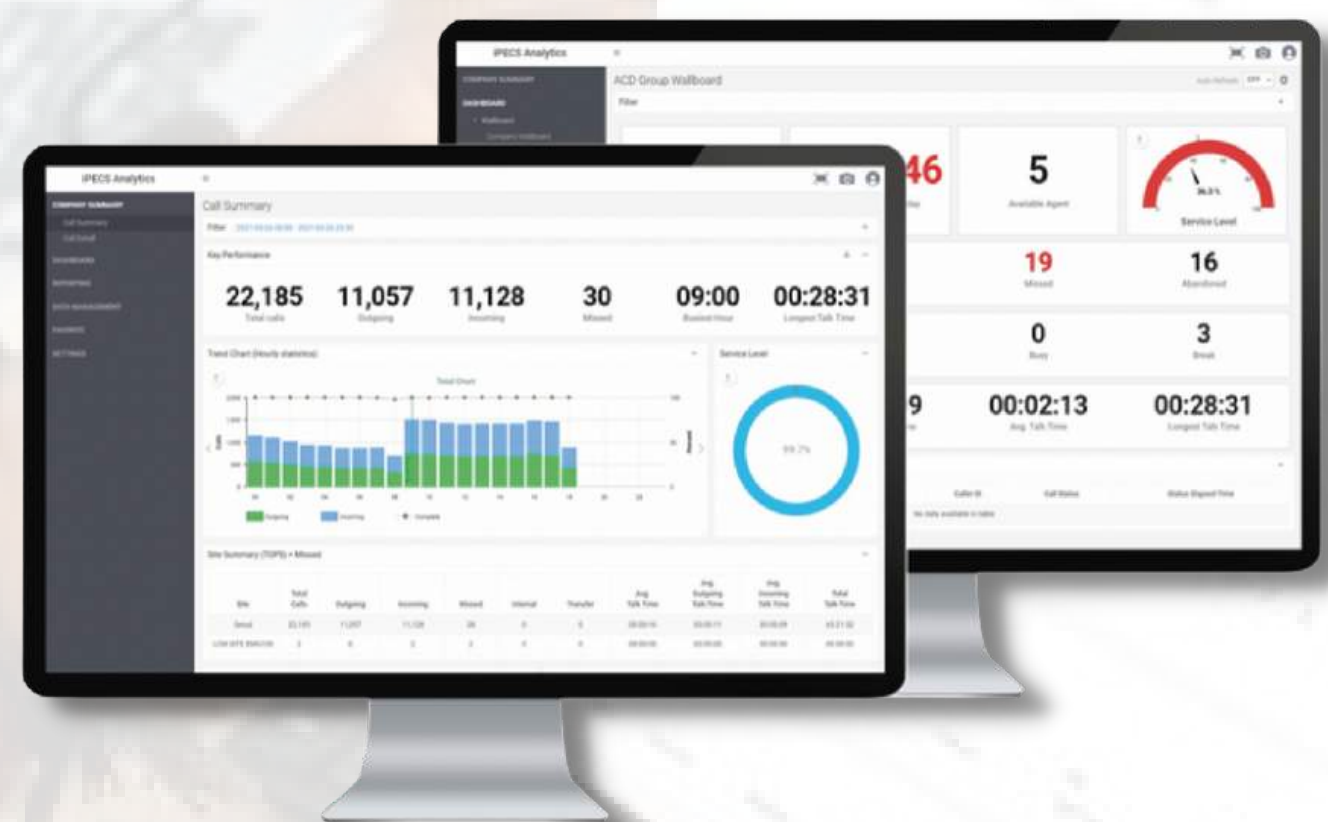
iPECS Analytics Benefits

Business Insights

- Gain valuable insight into your customer interactions.
- Displays business critical KPIs via different reports that can be tailored for individual users.
- Call trend analysis reports are available daily, weekly, monthly and yearly.

Simple and Flexible

- Build productivity with the best-in-class analytics, reporting and resource management tools.
- Customise the reports you need to measure and improve resource efficiency.
- Simple management features such as; favourites, scheduled reports and expandable reports.

Beyond Analytics

- Deliver a superior customer experience.
- Drive business decisions with real-time business insights from iPECS Analytics.
- Available as a Standard or Advanced package.
- Easily monitor, analyse and optimise your workplace.

iPECS PCI

iPECS PCI is a service that ensures customers can take card payments over the phone without the worry that they may be in breach of PCI regulations and putting their customer's card details at risk. From the smallest online business or local takeaway to the largest insurance providers, PCI applies to all businesses that may be taking payments over the phone. iPECS PCI ensures that your iPECS Cloud voice service meets the PCI regulations from day 1.

Spotlight on iPECS PCI

- **Fast deployment** No customer setup or programming required. Once the licence is purchased, it's good to go
- **Compliance in a box** iPECS PCI delivers all the features and functions needed for a business requiring full PCI compliance
- **ZERO setup costs** Unlike other PCI services, there are no setup costs with iPECS PCI. Purchase your licences, access the payment portal and start taking payments over the phone

Cloud Portal

Take control of your business communications.
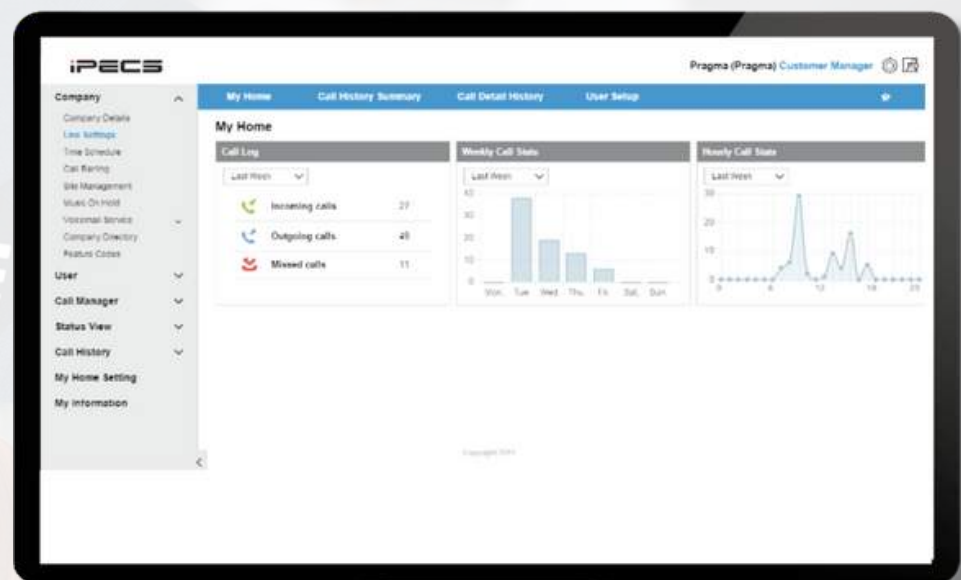
iPECS Cloud Portal Benefits

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

Management

- Simple admin access
- Individual user access
- Easy flex key management
- Add and remove users
- Same-day provisioning
- On-demand feature access
- Call Barring
- Company time schedule
- Easy business continuity, set-up and planning

Feature Access

- Hunt groups
- Paging groups
- Pickup groups
- ACD group
- Music on hold and announcements
- Auto Attendant configurator
- Conference rooms
- Call coaching

Reporting & Recording

- Multiple levels of reporting
- Easily searchable Call Recording
- ACD statistics and reporting
- Editable wallboard display
- Configurable call centre SLAs
- Agent performance reports

Features For Your Business

Making sure your Cloud solution ticks all the boxes.

Telephony Essentials

Must have features

- ☑ Auto Attendant
- ☑ Hunt Groups
- ☑ Pickup Groups
- ☑ Paging Groups
- ☑ Voicemail
- ☑ Voicemail to Email
- ☑ Music on Hold

Collaboration & Mobility

Get the team working together

- ☑ Instant Messaging
- ☑ Presence
- ☑ Conferencing
- ☑ iPECS2Teams
- ☑ iPECS Cloud Mobile

- ☑ iPECS ONE Desktop
- ☑ iPECS ONE iOS Mobile
- ☑ iPECS ONE Android Mobile
- ☑ Mobile Phone Pairing
- ☑ Link Multiple Devices
- ☑ Hot Desk
- ☑ Disaster Recovery

Killer Features

- ☑ Secure & Reliable
- ☑ Inbound & Outbound Call Centre
- ☑ iPECS2Teams
- ☑ Unified Communications With Presence & Collaboration
- ☑ Local Redundancy
- ☑ Phone Provisioning
- ☑ Ability To Create Sub-Reseller Categories

Control & Visibility

Monitor & understand your communications

- ☑ Analytics
- ☑ Call Reporting
- ☑ Scheduled Reports
- ☑ Call Recording
- ☑ Live Call Monitoring
- ☑ Portal for Simple Management

Specialist Communications

Tailor your user experience

- ☑ IP Dect
- ☑ iPECS Cloud Mobile

Ericsson-LG Enterprise

Ericsson-LG Enterprise is one of the World's most innovative unified communications companies.

#1
in South Korea, Russia, Israel & Australia

GLOBAL
Market leadership with presence in over 60 countries

10 M+
Worldwide users in over 60 countries

RECOGNITION
Joint venture between two strong and trusted brands

TOP 10
Recognised by Gartner Analysis as a high growth vendor
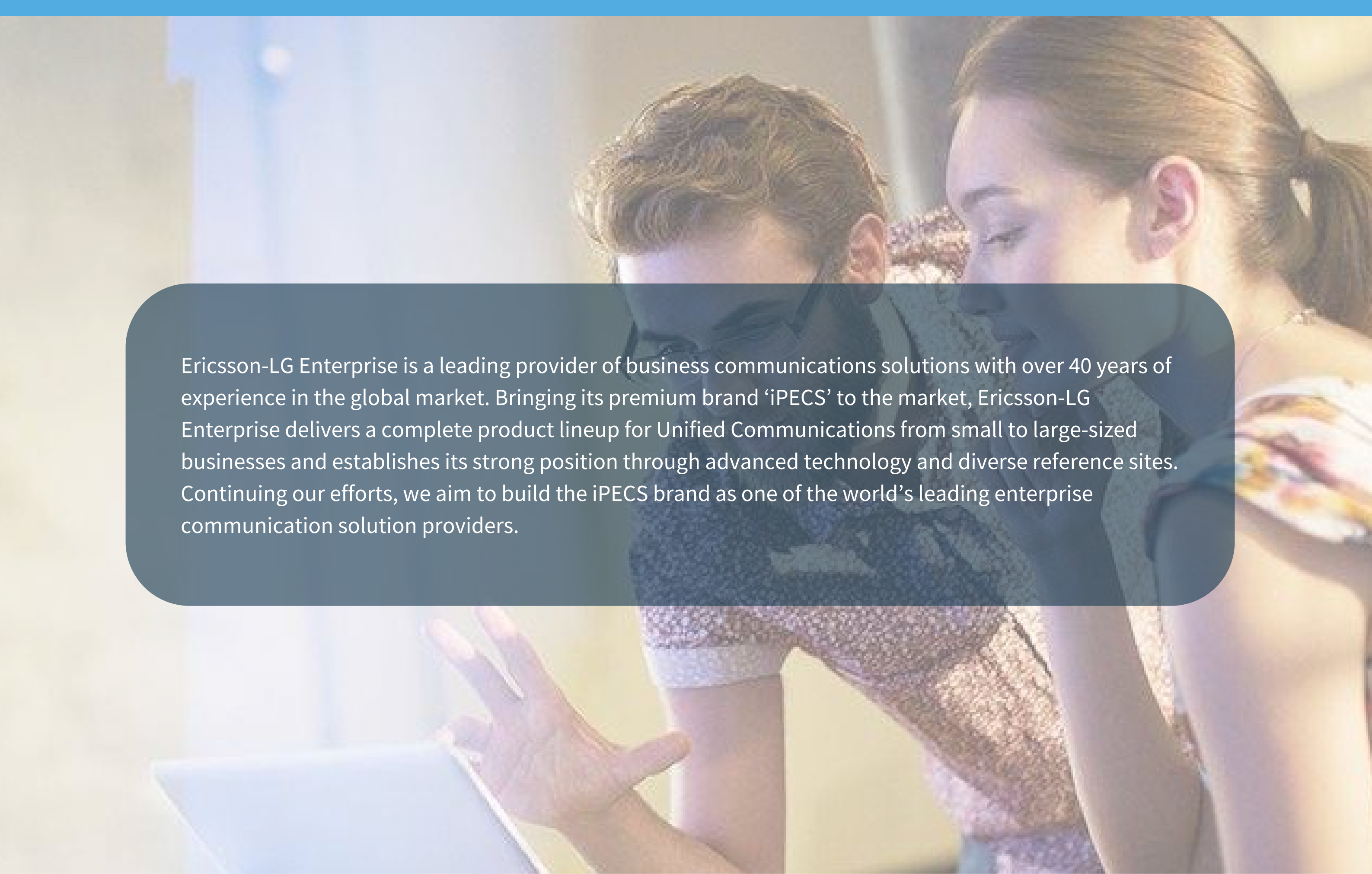
R&D INNOVATION
Delivering innovative communications technologies

AWARD WINNING
Best SME Telephony System 2018

30 YEARS
in the UK serving growing businesses

Ericsson-LG Enterprise is a leading provider of business communications solutions with over 40 years of experience in the global market. Bringing its premium brand 'iPECS' to the market, Ericsson-LG Enterprise delivers a complete product lineup for Unified Communications from small to large-sized businesses and establishes its strong position through advanced technology and diverse reference sites. Continuing our efforts, we aim to build the iPECS brand as one of the world's leading enterprise communication solution providers.