# Making telephony simple and effective

## iPECS eMG80

iPECS
Your Communications Solution

# Powerful and reliable communications supporting your enterprise

IP/TDM Hybrid communication platform, iPECS eMG80

iPECS eMG80 delivers simple and reliable telephony with a feature set that empowers your business to save money, drive productivity and increase customer satisfaction. With a range of embedded features that help your business compete and win, the flexibility to meet the needs of office, home or road based users, the iPECS eMG80 is Your Communications Solution.

PIN UP DESIGN AWARDS
2012 KAID Design Award
(Korea Association of Industrial Designers)

## Simple to use and flexible

- Intuitive interface helping users quickly grasp the benefits of iPECS technology.
- Flexible architecture ensuring iPECS can grow and adapt with your business.
- Handset and desktop interfaces helping users quickly adopt iPECS into their daily tasks and business processes.

## Integrated Applications

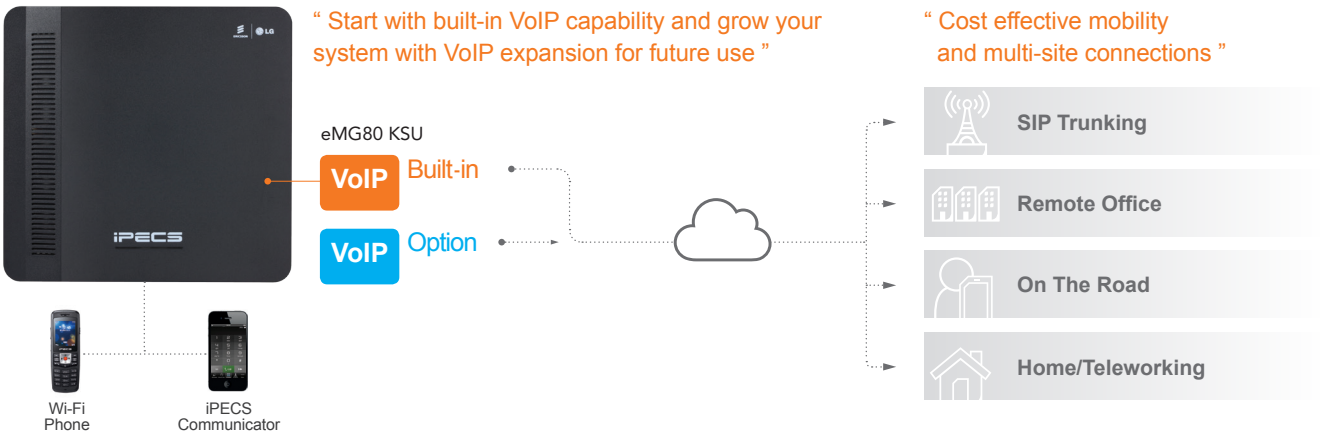
- Fully integrated applications bringing the full power of iPECS to every device.
- Specialist applications for unified communications, contact centre, mobile working and system administration.
- Simple on screen analysis of all your communications activity and costs.

## Cost effective and expandable VoIP Technology

- iPECS eMG80 platform includes advanced VoIP technology supporting low cost SIP trunking, mobile integration, remote connectivity and multi-site networking.
- Utilise the latest network technologies to help your organisation stay competitive and win.

## Rich features

- Highly featured straight out of the box without expensive licence options - voicemail, auto-attendant, voicemail to email, smartphone integration, on-demand call recording and much more.
- Specialist features designed to support users across your enterprise from managing director to receptionist, delivering a tailored solution for every user.



# Telephony For All Of Your Team

### Managing Director

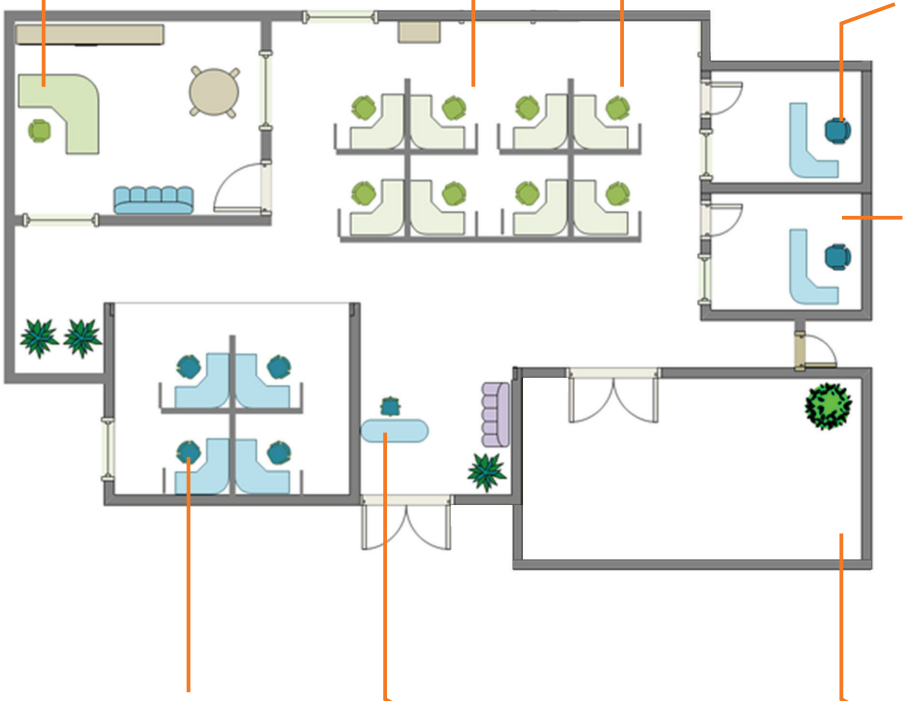
“iPECS helps me run my business, provide the service my customers need and control my costs. Every member of the team gets the communications tools they need to do a great job.”

### Mobile Sales Executive

“I can take my office phone extension with me wherever I am as my smartphone is integrated into the system meaning my customers can easily reach me anytime.”

### Sales and 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 telling them where they are in the queue and the call is quickly delivered to the right person in the team.”



### Global Account Manager

“Being out of the office travelling abroad used to mean lots of expensive calls to the office and restricting calls home to my family but with iPECS technology on my smartphone and laptop I can easily call at local rates wherever I am in the world.”

### 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.”

### IT Manager

“With a simple and intuitive web interface I can make simple changes myself and complete handset moves and changes quickly and simply.”

### 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 DECT handset means wherever I am everyone can still easily reach me.”

### Home based worker

“I use my phone just the same at home as if I was in the office. Set up was simple and I can easily dial colleagues, see their presence and transfer calls.”

# Be in the office...
## ...even when you're not

## Mobile Working

**Ericsson-LG iPECS mobile working at a glance...**

- Remote IP phones enabling you to use your office phone wherever you are.
- Communicator smartphone app extending the power of the your iPECS telephone system to your mobile.
- Phontage PC based softphone puts your phone on your desktop helping you easily access your phone system from anywhere.
- GDC DECT phones or wifi WIT phones provide secure and reliable mobile handsets for your telephone system.

**Whether it's in the office, on the road, travelling globally or working from home Ericsson-LG delivers a consistent experience enabling you to make the most of your communications investment wherever you are. Work is increasingly less about a location and more about having access to the tools and connectivity required to do your job. The Ericsson-LG iPECS delivers a range of mobility solutions designed for today's business.**

**Deliver the same powerful iPECS user experience regardless of device, network or location:** the power of the iPECS communication platform remains the same ensuring your team always have technology they understand and know they can rely on.

**Be more available to your customers:** improve customer service by making sure your teams are more available to your customers. Receiving and responding to a call can often be the difference in winning and losing business. iPECS technology ensures teams can respond quickly wherever they are.

**Free your team to work where and when they want:** using Ericsson-LG iPECS technology you can enable secure and simple access to your communications platform regardless of location. Utilising Communicator smartphone app, PC based soft phone app, Wifi handsets, DECT handsets or UC applications iPECS frees your team to communicate wherever they are.

**Deploy mobile working with clear and manageable costs:** mobile working can often be a costly exercise if deployed without clear visibility and cost control. Utilizing iPECS technology and applications you can deploy BYOD (bring your own device) solutions, home working and international access without losing control and without facing high call charges. iPECS mobility solutions all link directly back to your main communications platform ensuring you utilize the best call rates, access technologies and maintain full visibility and control of every call made regardless of location.

**Make more of your smartphone investments:** with typical smartphones costing in excess of £500 making sure you get return on investment for your team is critical. iPECS helps you make more of your mobile assets and save money by reducing expensive tariff use and helping you manage costs.

Ericsson-LG iPECS technology helps you to make the most of all of your teams and devices ensuring that critical communications can always be delivered simply, securely and cost effectively. Start winning with the power of iPECS technology today by contacting your iPECS Authorised Reseller and discovering how mobile working solutions can help your business.

# 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 icall 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.

# Ericsson-LG Applications

Applications are an integral part of any telephone system and enable users to integrate iPECS telephony into their smartphone and PC platforms. iPECS eMG80 is optimised to deliver fully integrated applications that help you be more productive and efficient.

## iPECS Communicator

A SIP based softphone for users who need to keep seamless communications with a single number.

- Phone book / call log / paging
- 3way conference call
- SMS/broadcast message sending and receiving
- One-touch blind/consult transfer

iPECS Communicator on Android or iOS

## iPECS Phontage

A simple desktop software tool to replace or complement your desk phone enabling you to use your phone from your PC.

- Phone book / call log / paging
- Microsoft Outlook integration
- Click to dial and click to record calls
- Video conferencing

iPECS Phontage

## iPECS Attendant

An operator console which includes an embedded soft phone for both hotel and office environments.

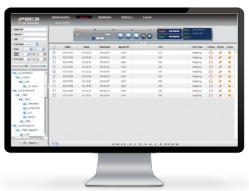
- Operating without an external phone
- Call recording / Call statistics / Call history
- Check in/out, wake up call, room status, room cut off

iPECS Attendant

## iPECS IPCR

A call recording and monitoring solution tightly integrated with iPECS call platforms and contact centres .

- Centralised or distributed call recording
- Encryption enabled call recording
- Multi party conference call recording up to 13 party access



iPECS IPCR

# Integrated Applications

The iPECS open architecture means that integrated third party applications are able to leverage the full power of the iPECS platform and ensure you can build a complete solution around the platform.

## icall suite

Productivity Through Intelligence

icall is designed to integrate into the iPECS platform and use the data and system functionality to deliver you greater insight and control of your communications platform. Five modules cover call reporting, recording, desktop call control, contact centre management and outbound dialling.

### report

Log and analyse your communications

- Customised and scheduled call reports and analysis
- Real time dashboard and wallboard displays

### record

record your calls for training, compliance and assurance

- Simple retrieval, play back and call evaluation
- Easily record ISDN2, ISDN 30, Analogue or SIP trunks

icall report dashboard

### connect

Bring your telephony to your desktop

- Screen pop and click to call from your favourite applications
- See colleagues presence and share a company wide address book

### dial

Outbound dialler - more talking, less time dialling

- Progressive and predictive dialling
- Increase agent productivity and job satisfaction

icall record

### contact

Contact centre management module

- Real time contact centre reporting and demand modelling
- Manage SLA's and monitor agent performance

## PHONE-LINK

Integrated telephony from your desktop delivering call control and full integration into CRM, ERP and specialist applications

- Screen popping of key applications
- Integration into Microsoft Outlook and other applications
- Share presence busy status and internal messaging
- Click to dial from websites or applications

PHONE-LINK Desktop Call Control

# Handsets

The iPECS eMG80 supports an extensive range of handsets including digital and IP phones, SIP phones, DECT, Mobile Client, and an IP Conference Phone. These handsets are designed to meet the needs of a wide range of users across your business and always deliver the best combination of features and functionality at the right price point.

## ■ IP Phones include

LIP-9070
• Touch screen executive video phone

LIP-8040E
• Executive phone

LIP-8024E
• High call volume and attendant phone

LIP-8012E
• Mid-range phone

LIP-8002E/AE
• Entry level phone

## ■ Digital Phones include

LDP-9030D
• Executive and high call volume phone

LDP-9008D
• Mid-range phone

LDP-7024D
• High call volume and attandant phone

LDP-7008D
• Mid-range phone

LDP-7004N
•Entry level phone

## ■ DECT and WiFi Phones

GDC-500H
• DECT handset for roaming access to iPECS in your office or warehouse

GDC-450H
• Robust DECT handset for roaming access to iPECS in your office or warehouse

WIT-400HE
• Wifi handset for roaming access to iPECS in your office

WIT-400H
• Wifi handset for roaming access to iPECS in your office

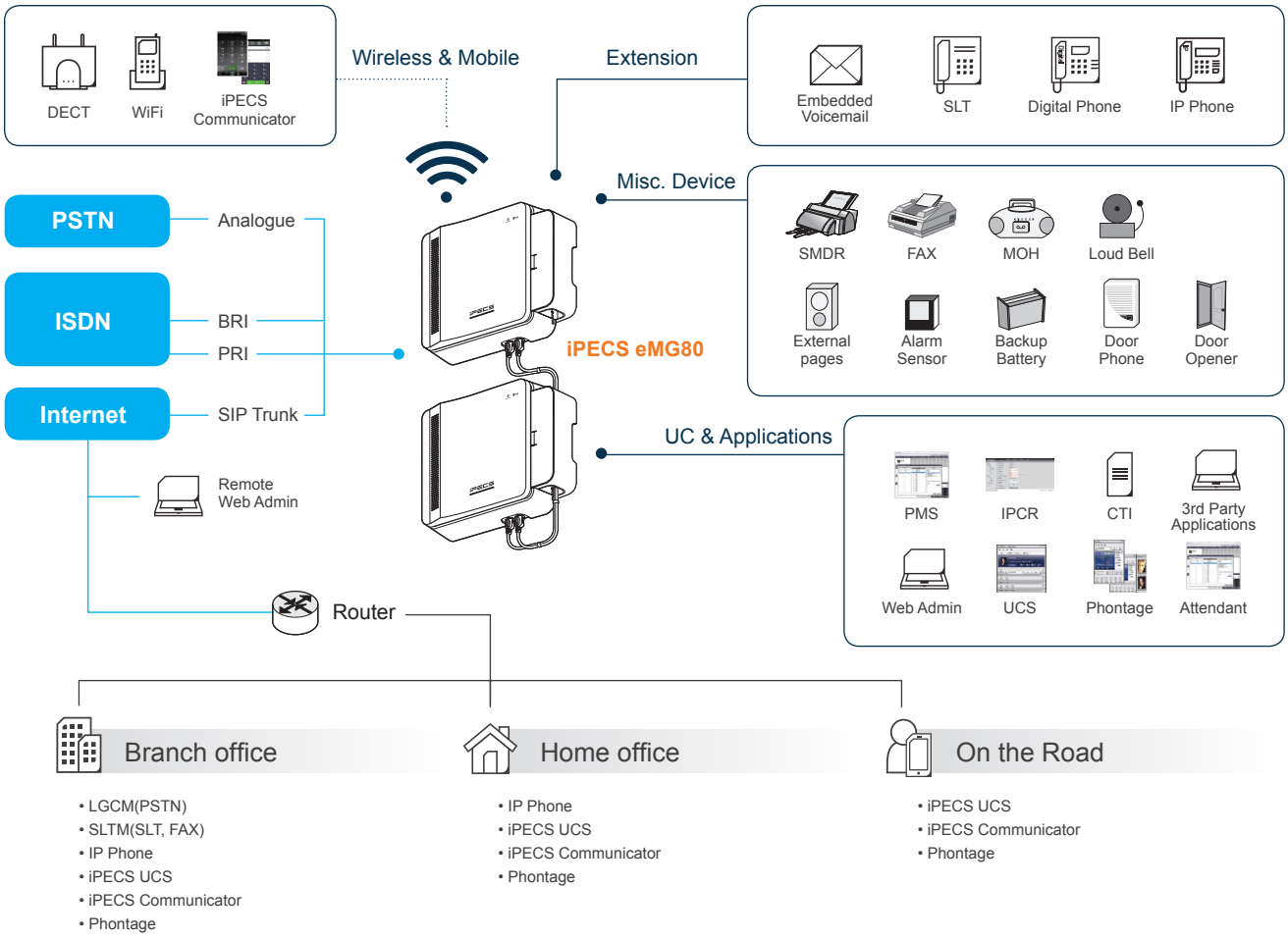
## ■ Conference Phone

ACT-50
• Conference phone for meetings and group calls

# Simple Desk Phone Features

The iPECS eMG80 platform is designed to deliver powerful features to users across your business through simple and intuitive handsets and applications. iPECS eMG80 is designed to help your teams quickly understand the benefits and start using them as part of their everyday work processes. With simple to understand shortcuts, feature keys and LCD screen information there is no need for training or complex user manuals.

# Platform for Communications




# Why iPECS eMG80?

Ericsson-LG iPECS is used by enterprises across the globe to deliver critical communications to dispersed teams based in the office, at home, on the road or travelling abroad. The iPECS platform ensures teams stay connected to each other and to customers at all times.

Key iPECS features include:

- Ease of use
- Integrated voicemail and auto attendant
- Mobile working
- Voice conference rooms and multiparty calling
- Remote and home based working
- Ericsson-LG and integrated applications
- Contact centre and call centre working
- SIP ready
- Wide range of handsets, smartphone app and specialist phones
- Voicemail to email
- On-demand or specialist call recording
- IP, digital or SLT options to suit your business at your pace

**All of this delivered at a cost you can afford and working with a local specialist iPECS authorised reseller who can help you implement a truly tailored communication solution. Start winning with iPECS today.**

# About Ericsson-LG

Ericsson-LG is a joint venture company between Ericsson and LG Electronics, founded in November 2005. The combination of two of the world's largest technology companies delivers market leading communications solutions to enterprises of all sizes.

Ericsson-LG empowers enterprise customers and telecommunications operators around the world, with a full range of cutting-edge wired, wireless and optical telecommunications and networking technologies.

Ericsson-LG has 1,200 employees including 700 R&D manpower and is head-quartered in Seoul, Korea, with its R&D center in Anyang, Korea.

Ericsson-LG Enterprise Solutions (ES) division has 250 employees including R&D resources with a prime strength in designing, developing, manufacturing and marketing voice solutions.

Ericsson-LG operates in over 60 countries around the globe and has been in the communications market for over 40 years. This heritage and market presence mean they truly understand enterprise communications and what it takes to provide reliable, resilient and highly featured communication platforms that help you win.



AUTHORIZED RESELLER

iPECS
An Ericsson-LG brand

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