

# Complete call management solutions

Every module of the icall suite call management solution is fully integrated, working seamlessly with your iPECS telephone system.

This datasheet provides a full features lists for each of the following modules:

- Report dashboards and reporting
- Record call recording and quality monitoring
- Connect computer telephony integration
- Contact analytics for contact centres
- Dial automated diallers

	report	record	connect	contact	dial
<b>Business reporting</b>	✓				
<b>Call recording</b>	✓	✓			
<b>Business/individual</b> - outbound calling (no contact centre)	✓		✓		
<b>Contact centre</b> - inbound calls	✓	✓		✓	
<b>Contact centre</b> - inbound and outbound calling	✓	✓		✓	✓

## Features overview

Real-time statistics	✓
Dashboard with predefined widgets and widget builder	✓
Historical extension reports	✓
Scheduling extension reports	✓
Reports in multiple output formats	✓
Email delivery of reports	✓
Extension group analysis	✓
DDI activity reporting	✓
Trunk utilisation reporting	✓
Multi-level reporting	✓
Alarms (email/dashboard/wallboard)	✓
Standard and configurable reports	✓
External data widgets to integrate with business information	✓
Organisational, extension and client billing with line rental and call cost mark up	✓
Unreturned missed calls reports	✓
High level executive summary report	✓
Outbound unanswered call reporting	✓
Multi-site reporting	✓*
Client server working	✓**
Fully integrated with all icall suite modules	✓

\* Additional components are required for each remote site

\*\* Additional client licenses are chargeable

### MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 2.0GHz or faster

Windows XP / 7 / 8 Professional, Vista Business, Server 2008

2GB RAM, 900MB hard disk free space

## Features overview

Analogue, ISDN2, ISDN30 and SIP call recording	✓
Security through encryption	✓
Trim and extract recordings	✓
Save / email recordings as .wav files	✓
Audit trail of user access and playback	✓**
Daily call analysis	✓
Call flagging	✓
Multi-site recording	✓
Web-based recording playback	✓
Essential reporting	✓
PCI DSS compliance	✓
Deployment via USB	✓
Deployment via PCIe cards	✓***
Stop/Start and Pause using DTMF dial tones (not currently available on SIP)	✓
Automatic Stop/Start of call recording based on CRM integration (limited capabilities on SIP)	✓*
Report on call outcomes real-time	✓**
Extension tagging	✓**
Call tagging / annotation	✓**
Call quality monitoring	✓**
Call evaluation, feedback, results and audit reports	✓**
Fully integrated with all icall suite modules	✓

**SOON TO BE RELEASED:** DTMF Stop/Start on SIP

\* Requires icall suite connect or contact centre module

\*\* Requires enhanced recording pack

\*\*\* Requires PCIe card upgrade

Call recording is not supported on virtual machines.

MINIMUM SYSTEM REQUIREMENTS
Dedicated dual core PC running 2.8GHz or faster
Windows XP / 7 Professional, Vista Business, Server 2008
3GB RAM, 250GB hard disk free space (C: partition)
CD-ROM drive, DVD-Ram or NAS for archive
<i>The size of site and number of calls per day affects the minimum PC specification – please enquire if unsure.</i>

SERVER STORAGE SIMULATION	Unit: GB				
With RTP encryption	agents	1 Day	1 week	1 Month	1 Year
- Save as encrypted wav. File	10	1.1	5.3	21.1	252.7
- Conditions:					
460KB/minutes	25	2.6	13.1	52.6	631.8
4 hrs a day					
5 days a week	50	5.3	26.4	105.3	1,263.7
20 days a month					

## Features overview

The **connect** module is an upgrade to **report**, enhancing features to include:

On-screen call preview for call control (hold, transfer, consult, deflect, answer)	✓
Presence / telephone status of other users	✓
Duration in status	✓
Caller/ called party details (own call or other user)	✓
Personal address book	✓
Call history	✓
Inbound, outbound and missed call lists	✓
Call preview window with call control	✓
Dialling from browser page	✓
Dialling from call history	✓
Dialling from clipboard	✓
Import contact list (.csv / Excel / Outlook)	✓
Simultaneously search personal / business address books	✓
MS Outlook contact integration	✓
CRM integration	✓*
Fully integrated with all icall suite modules	✓

**Please note:** Connect CTI server license (5 users included) and iPECS TAPI license required.

\* Requires professional services

### MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 3.0GHz or faster

Windows XP / 7 / 8 Professional, Vista Business, Server 2008

4GB RAM, 2GB hard disk free space (single partition)

## Features overview

The **contact** module is an upgrade to **report**, enhancing features to include:

Contact centre reporting	✓
Contact centre staff modelling	✓
Agent availability status & group analysis	✓
Agent activity reporting	✓
Cradle to grave reporting	✓
UCD group reporting at call detail level	✓
Bounce reporting	✓
UCD group calls queuing and longest queue time now	✓
UCD group wallboard	✓
Reporting on agent activity by UCD group	✓
Agent busy reporting	✓
Control agent status from supervisor	✓*
Agent call status (on a call, ringing)	✓*
Duration in status	✓*
Personal wallboard	✓*
Change group availability using reason codes	✓*
Click to dial	✓*
Call preview ( CLI, DDI, DDI name)	✓*
Personal call history	✓*
Active status control (DND, Group Calls)	✓*
Absent message reporting (reason code/availability)	✓*
CRM integration	✓**
Fully integrated with all icall suite modules	✓

**Please note:** iPECS TAPI license is required.

\* Requires contact centre supervisor plug-in & agent licenses

\*\* Requires professional services

### MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 3.0GHz or faster

Windows XP / 7 / 8 Professional, Vista Business, Server 2008

4GB RAM, 2GB hard disk free space (single partition)

## Features overview

Fully automated dialling	✓
Progressive dialling (indication that agent is ready)	✓
Predictive dialling (prediction that agent will be ready)	✓
Easy to set up and change calling patterns	✓
Inbound and outbound call blending	✓
Unlimited number of queues and campaigns	✓
Split a campaign between any number of agents	✓
Customise dialling by controlling wrap up codes / wrap up times / max. ring time / retry count / delay between retries (predictive dialling)	✓
Schedule call back times to avoid missed calls. Schedule date/time as well as agent.	✓
Automatic and manually scheduled call-backs	✓
Import user-defined fields to contacts, made available during a call	✓
Support up to 3 numbers per contact	✓
Agent can pause a campaign at any time / continue	✓
Wallboard of active campaigns with agent status and campaign statistics	✓
Comprehensive management reporting to show results	✓
Scalable (only limited by your PBX)	✓
Ability to export data to external reporting tools	✓
Import data from CSV or SQL databases	✓
Merge data and manage duplicates	✓
Connect directly to a SQL database	✓*
Fully integrated with all icall suite modules	✓

**Please note:** Connect CTI server license (5 users included) and iPECS TAPI license required.

\* Requires professional services

### MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 3.0GHz or faster  
 Windows XP / 7 / 8 Professional, Vista Business, Server 2008  
 4GB RAM, 2GB hard disk free space (single partition)