

# 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

## CONTROL & VISIBILITY

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

## COLLABORATION & MOBILITY

- ☒ Integrated UC and call centre apps

## SPECIALIST COMMUNICATIONS

- ☒ Reception Console
- ☒ IP DECT

## KILLER FEATURES

- ☒ Secure and reliable
- ☒ Inbound and outbound call centre
- ☒ iPECS2TEAMS
- ☒ Unified Communications with presence and collaboration
- ☒ Local redundancy

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

Handsets include:



1010i

Introductory level



1030i

Essential office handset



1040i

High call volume  
Business handset



1050i

Top-of-the-range handset

## Applications

### 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 1:1 video sessions with colleagues
- 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

### 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.

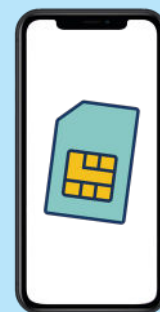
### iPECS2TEAMS



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.

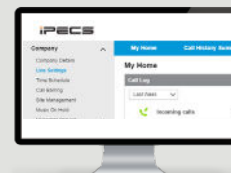
### iPECS Cloud Mobile

ICM is a mobile service that delivers telephony functionality to the user through iPECS Cloud. Removing the need for a mobile app, iCM delivers key deskphone functionality to the user and business directly through the SIM.



### 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.



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