



# IPCC

## IP Contact Center



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# IPRON

## Optimized Call Marketing & Out bound Call Management Solution

### Overview

- Qualified IPCC solution from the lots of references and experiences
- Scalable all-IP system / CC strategy management / GUI based scenario development tool
- Function Optimizing with Monitoring UI & Report Development Tool
- Effectiveness, Reliability & Convenience of Operation with System Management Tool

### Benefits

#### Reduce your total cost

- Reduce the implementation cost with the high density user scalability
- Reduce the interface & maintenance cost from single vendor's

#### Simple Deployment

- Reduce the customizing time caused by the various interfacing modules
- Freely menu setup with GUI
- Keep the same quality with the packaged module

#### Advanced Reliability

- Real time monitoring for major modules & auto-changeover
- Redundancy with 1+1, N+1
- Active-Active (IVR), Active-Stand-By (IP-PBX, CTI M/W)
- No need re-login for agent application as CTI failure
- Seamless changeover as PBX failure

#### Robust Security

- \*TTA /Int'l security standard & IPv6

#### Effective Agent Management

- Effective Supervising & Operating with agent monitoring, reporting tool and combined operation management tool
- Various routing policy & Powerful agent management software

#### Flexible Expansion

- Flexible system configuration accordance with the sizing
- System expansion by the number of channel /agent unit

\*TTA : Telecommunication Technology Association



# Features

**All IP Contact Center:** All IP based Open Standard

**Hot Standby Duplication:** Synchronization between major modules

## IE (IP-PBX)

- IP Telephony: DND, call restriction, forward, ACD, hunting & etc.
- Large Scale IP PBX: 12,000 IP-users per system
- Multi Center: Max. 6 nodes
- Protocol: RFC3261, RFC1321, RFC3264, RFC3515, RFC3892, RFC4028, CSTA II, CSTA III  
Codec: G.711, G.723.1, G.729
- Phone Support: Polycom 301/330/550, LG-Ericsson IP8815/8820/8830, IPRON soft-phone

## IC (\*CTI Engine)

- Protocol: CSTA III, ICAP (CTI Client API)
- ACD: Various intelligent routing, max. valid waiting time/uniformity distribution
- Routing Generation Tools: GUI based routing scenario tool
- Agent/Manager Tools: MS (Manager Supporter), RS (Report Supporter), AS (Agent Supporter), Optimized feature for user

## IR (IP-\*IVR)

- Large Scale IP-IVR: 720 ports per system
- Multi Service & Multi Scenario: DNIS based multi service & scenario support / available multi service on single platform / ASP(Application Service Provider) service
- Protocol: SIP based IP
- Codec: G.711, G.723, G.729 voice codec & H264 video codec
- Service Generation Tools: GUI based service development tool
- Visual Debugging: Real time debugging as service development / service error detecting

## \*SWAT (Integrated OAM)

- Fully Integrated OA&M: Call, routing, IVR history/error/system history management
- Powerful Security: Administrator authentication/IP based access control
- Real time Contact center Monitoring: Consolidated System & Call Management Monitoring
- Real time Agent Display Panel: Call operation monitoring tool of each agent, Call status escalation by agent itself
- Rich Report Data Creation: Report creation thru call density & fixed report format, free style report by user itself
- Export to document: Transform from various type of platform document to standard format

# Specification

## Installation Environment

- OS: CentOS Linux (x86)
- DB: Oracle
- Operation PC: Windows XP or Windows 7/8

## System Specification

	IPRON IE/ IC	IPRON IR	IPRON SWAT
CPU	Intel Quad Core 2.4 GHz*1	Intel Quad Core 2.4 GHz*1	Intel Quad Core 2.4 GHz*1
RAM	4GByte Memory	4GByte Memory	8GByte Memory
HDD	146GByte HDD	146GByte HDD	146GByte HDD
NIC	1Gbps	1Gbps	1Gbps

\*CTI : Computer Telephony Interface

\*IVR : Interactive Voice Response

\*SWAT : Software for Web-based Administration Tool

# Veloce

Never miss anything in your contact center

## Overview

VELOCE can store the phone conversation or agent screen as a media file during the agent corresponds customer.

VELOCE is a IP based logging system and can store voice and agent's screen simultaneously. Also, it supports real-time monitoring, searching & playing of the stored media file and agent evaluation feature as well.

The media file guarantees data integrity with the original certifying technology and maximum level of data loss free with the advanced system architecture.

The other additional features are agent evaluation, remote system control, accept various media types(email, chatting, fax) and it can offer stable management for all kinds of file what occurred in the contact center.

## Benefits

### Flexible system architecture

- Analog/digital/IP recording support simultaneously
- Flexible interface with CTI server/ easy configure the system

### Low total cost of ownership

- Single system management for voice & the agent screen image

### Easy & efficient media management (search, play, backup)

- Agent status monitoring & real-time wiretapping
- Searching & playing for the call conversation/backed-up media file

### Searching with intuitive options

- Searching by call information(call time, agent information) and basic customer information(name, Tel #, customer number)

### Easy & powerful management

- Simple & easy UI screen
- System set up & management remotely
- Easy registration & change of system information



## Features

- Patent for proof of original voice files with water marking technology
- Compression & encryption for media file
- **Logging** : analog voice, IP voice, agent screen image
- **Voice compression rate** : 64Kbps, 8Kbps, 6.4Kbps
- **Play** : Synch playing, batch playing
- **Service** : Multi-tenant/ASP
- **Backup** : optional backup, scheduled backup on DVD/HDD/ network
- **Evaluation** : Convenient evaluation sheet registration / simple evaluation process

## Specification

### Installation Environment

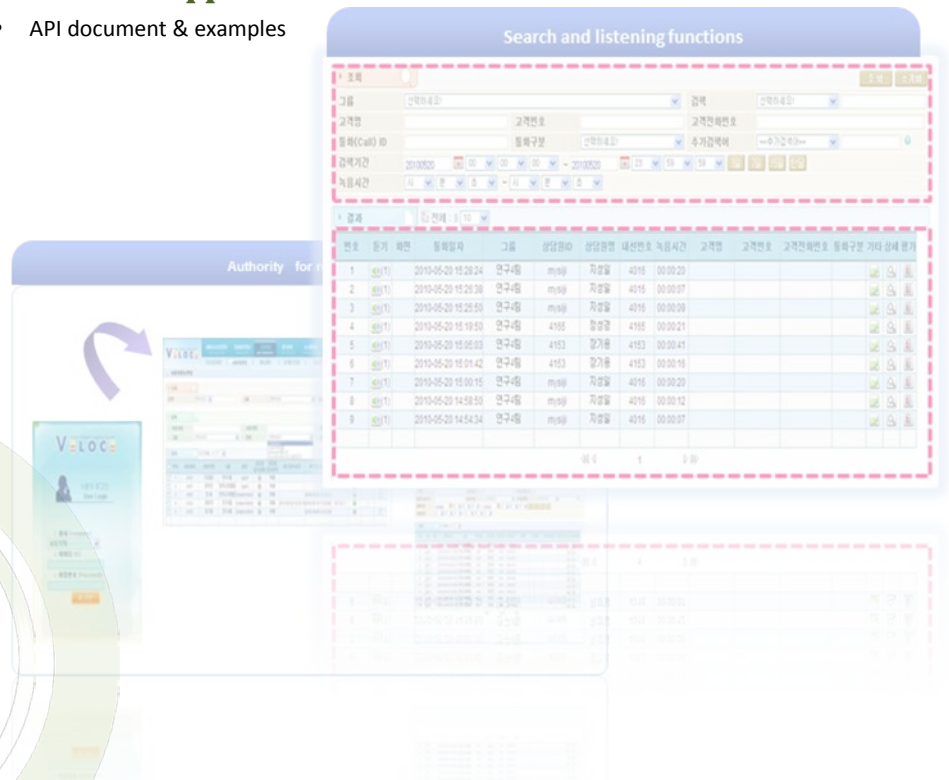
- Agent PC environment : Windows XP, Windows 7
- Server OS : Windows 2003, 2008 server
- DBMS : MS SQL Server 2005, 2008

### System Requirements

- Logging Server : over Intel Quad Core 1 CPU 2.4GHz, MEM 4GB, HDD 100GB
- Media Management Server : over Intel Quad Core 2 CPU 2.4GHz, MEM 4GB, HDD 100GB
- Desktop PC : over Pentium 4 CPU2GHz, MEM 1GB
- Disk & System capacity depend on # of channel

### Technical Support

- API document & examples



# Others

Other modules for efficient operation and administration of IPCC

## Uni@Post

CRM Marketing Strategy & Implementation

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- It provides the information the customer wants at any time through the media what he wants, such as telephone, fax, email, SMS/LMS/MMS, DM and etc.
  - It offers effective digital marketing solution.
  - It increases sales productivity highly.
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## FAX (optional module for IPRON/Uni@Post)

Intelligent & Speedy FAX

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- Fax System is composed by Sending/Receiving Server and Image Processing Server
  - Offer paperless Fax environment with web-based UI on PC
  - Automation for fax workflow
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## ARGO (optional module for IPRON)

Efficient Contact Center Operating System

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ARGO improves supervisor's work environment and maximizes the operation efficiency of the contact center. Also, it makes agent scheduling with AMS (Agent Management System), Call Quality Assurance and Call Forecasting.

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## Q-Zent (optional module for IPRON)

The Standard of Agent Application Framework

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Q-Zent is a web based counseling application framework and to reach highly effective customer response interfacing with CTI server, Database and the other value added solutions. It offers rapid and stable deployment of the service with the modulation and packaged type of major contact center works and features such as customer service and response management.

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