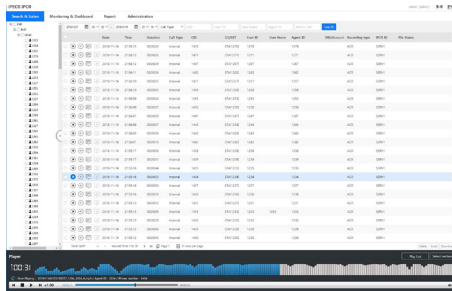
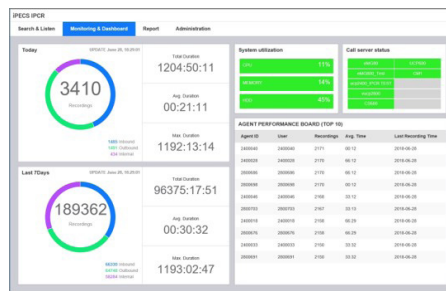


IP Call Recording Optimized for Enterprise, iPECS IPCR

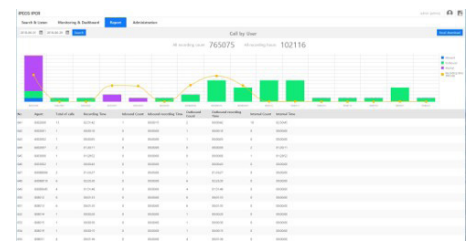
With value adding application optimized for enterprise business on the iPECS call servers, users enjoy powerful call recording and monitoring and value-added features, minimizing maintenance and budget costs.



[User Interface]



[Dashboard]



[Report]

iPECS call recording solution

iPECS IP Call Recording (IPCR) is a call recording and monitoring server application for the iPECS call servers. Employing the open Linux OS and integration with the iPECS call servers simplifies installation, eases maintenance and reduces costs. iPECS IPCR enables recording and monitoring of any station managed by the iPECS call servers including local and remote IP Phones, TDM and SLT devices. Also, iPECS IPCR provides value-added features for the convenience of the user and administrator.

Easy installation & maintenance

From installation to management, you can leverage the office IP network environment. Using the iPECS 'Plug & Play' registration, you can register the iPECS IPCR with the iPECS call servers. The native IP application records calls delivered over a single IP connection; no expense on extra cabling to PSTN trunk lines and stations. Central management for both main office and remote office through a Web interface further simplifies the management task with intuitive graphics and charts for statistics and administration.

Cost effective flexible solution

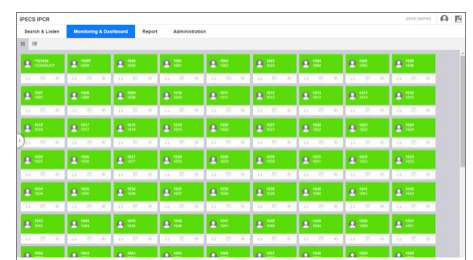
Software solution with open Linux will save hardware and OS cost. Linked with iPECS call servers, recordings can be done up to 500 simultaneous calls. One IPCR server can manage up to 10 iPECS call servers for remote recording. In a pure IP environment the iPECS IPCR application records all iPECS managed terminals without extra circuit boards or additional servers. Also, there is no need for additional CTI servers for agents and signaling, reducing costs and improving efficiency.

Value-added features

For both LME and SMBs, iPECS IPCR provides value-added features; real-time agent monitoring, one click call monitoring, on-demand call recording, convenient playback controls and graphical statistics comes in as basic functionality of the iPECS IPCR. Security can be a key ingredient in a contact center as in general business environment. With the iPECS IPCR, transparent security policies can be applied over a distributed system deployment on remote offices and for mobile workers. It supports global standard AES and sRTP.

Intuitive User Interface

You can easily have access to the recording files over web browser. In multiple browser environment as Chrome, Opera, Edge and Firefox. Real time feature access, one click play, download, comment and more are available. With the iPECS IPCR web interface, users are provided with many handy search options to retrieve and replay captured contacts from any network connection. What's more, the graphical interface with icons, charts and graphs, is easy and intuitive to operate and manage. The iPECS IPCR also provides many statistics reports on the real time usage including number of calls, average talk time, etc. These intuitive user interface and reports help the entrepreneurs make better decisions faster and implement them quicker.



[Monitoring]

Single server for recording all terminals

- All call recording and on-demand recording
- No additional hardware or cabling required
- IP, digital and SLT extension recording

Remote call recording

- Record calls to remote branch, home office, mobile workers
- Conversations are saved in a central or remote servers
- Remote packet trans-coding and relay via VOIM
- Multiple codec selection depending on network condition
- Up to 10 systems register and record to a single iPECS IPCR server

Distributed recording

- Traffic balancing employing local IPCR servers
- Local traffic saved in local servers: regional agents, local conversation
- Local survivability
- Up to 10 iPECS IPCR servers register and record calls from a single Call Server

Encryption enabled recording

- AES(128bit) type SRTP encryption
- Encrypting key code is securely exchanged between call server and iPECS IPCR
- Save encrypted and play decrypted
- DB and recording encryption
- GDPR compliant operation ready

Intuitive display of statistics

- Usage statistics graphs: table, bar chart and line graph
- External calls, internal calls and average talking time
- Hourly, daily, monthly, yearly data and per agent data
- Web display and excel file downloadable

Conference recording

- From 3 up to 32-party conference recording
- Mixing multi-party conversation paths into one path via MCIM
- Any iPECS IPCR registered participants can save the conference

Real time monitoring and recording

- Graphical agent status monitoring: idle, busy
- Performance monitoring and reporting
- Live agent call monitoring with a click of mouse
- Play announcement at the beginning or during of recording for increasing agents' productivity
- On demand, easy call recording button any time during the call

Search and play recordings

- Web based search and play
- Keyword search: period, hour, agent, DIC, incoming/outgoing
- Directory search: group or agent selection
- Built-in media player: play, stop, pause, marking, speed control

Organized monitoring dashboard

- IPCR performance: Total/Avg/Max time, 7day statistics
- Resource status: CPU, HDD, Memory
- System status: Max 10 PBX link status
- Agent performance: Statistics per agent ID

| SERVER STORAGE SIMULATION | | | | Unit: GB | |
|---------------------------|--------|-------|--------|----------|--------|
| Conditions | Agents | 1 Day | 1 week | 1 Month | 1 Year |
| - 100KB/minutes | 10 | 0.2 | 1.2 | 4.6 | 55.2 |
| - 4 hrs a day | | | | | |
| - 5 days a week | 25 | 0.6 | 3 | 12 | 144 |
| - 20 days a month | | | | | |
| - MP3 audio file format | 50 | 1.2 | 6 | 24 | 228 |

| MAJOR SPECIFICATIONS | | |
|-------------------------|---------------------------------------|---|
| | CPU | Intel Quard Core 2.4GHz or higher |
| | Memory | 4G (minimum) / 8G (recommended) |
| IPCR Server Requirement | Hard Disk | 500GB HDD or higher (recommended) Back up HDD (option) |
| | Network Interface | 100/1000 Mb NIC or higher |
| | Recommended (Max.) concurrent channel | 500 calls with 100Mbps bandwidth consumption |
| System Requirement | iPECS eMG800/eMG80 | V3.5 + |
| | iPECS UCP | V3.5 + |
| | iPECS UCM | P2.5 + |

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG Enterprise shall have no liability for any error or damage of any kind resulting from the use of this document

© Ericsson-LG Enterprise Co., Ltd. 2019 Version 1.0

Ericsson-LG Enterprise Co., Ltd.
(8503) 189, Gasan digital 1-ro, Geumcheon-gu, Seoul, South Korea
www.ericssonlg-enterprise.com | www.iPECS.com

iPECS is an Ericsson-LG Brand

