



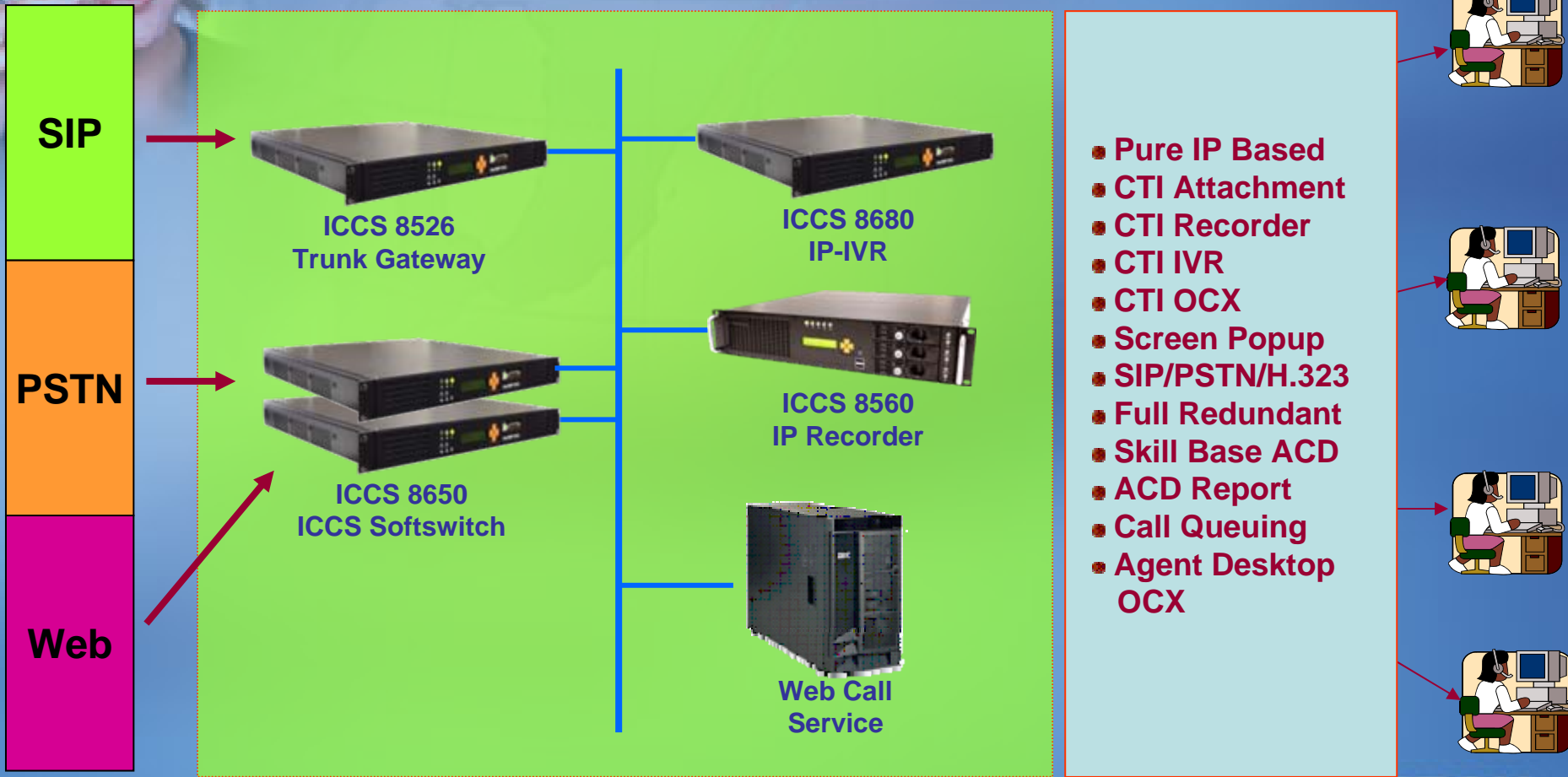
# Internet Call Center Solution ICCS

***Welltech Co., Ltd.***

<http://www.welltech.com>



# ICCS System Architecture



ICCS Core

# ICCS Features

- Support H.323, SIP and PSTN Calls
- Call Routing & PBX Features
- CTI IVR
- Advance ACD
- Call Queuing
- CTI Attach Data
- CTI Recorder
- Agent CTI Component
- Free Seating
- Support Remote Agent



# ICCS Capacity

- Fully Distributed Architecture
- Support HA Redundant
- Up-to 500 CTI Agents
- Up-to 100 Skills
- Up-to 3 Skills/Agent
- Up-to 9 Professional Level/Skill
- Up-to 10 Auxiliary Work Codes
- Support External MSSQL DB

# ACD Features

- Agent Status
- Free Seating
- Skill/Professional Level Routing
- ACD Reports
- Redirect on No Answer
- Busy Handling to Next Skill Group

# Agent Status

- Ready
- Not Ready
- Busy
- After Call Work
- Auxiliary Work
- Rest
- Logout
- Programmable After Call Status

# ACD Reports

- Provide Quarter Hour, Hourly, Daily Statistic Reports
- Agent State History Report
- Agent Performance Report
- Skill/Agent Performance Report
- Skill Performance Report
- Agent Summary Status
- Skill Summary Status
- Skill/Agent Summary Status



# Agent State History Report

- Agent ID
- Agent State
- State Start Time
- State Stop Time
- Desktop Phone Number

A smiling woman with blonde hair, wearing a dark top, is holding a black mobile phone to her ear. She is looking towards the camera with a pleasant expression. The background is a light blue gradient with a faint map of the United States.

# Agent Performance Report

- Agent ID
- Answer Call Count
- Talk Time
- Average Answer Time
- No Answer Call Count
- State Count
- State Time

A smiling woman with blonde hair, wearing a dark top, is holding a black mobile phone to her ear. She is looking towards the camera with a pleasant expression. The background behind her is a blurred office setting.

# Skill Agent Performance Report

- Skill ID
- Agent ID
- Answer Call Count
- Talk Time
- Average Answer Time
- No Answer Call Count
- ACW State Count
- ACW State Time



# Skill Performance Report

- Skill ID
- Incoming Call Count
- Answer Call Count
- Talk Time
- Queuing Hang-up Count
- Queuing Hang-up Queuing Time
- Average Queuing Time
- Queuing Count
- Overflow Call Count

# Free Seating



ICCS 8650  
ICCS Softswitch



1. Agent Login  
State=Ready

2. SIP Agent Login  
State = Ready

SIP Phone  
Register

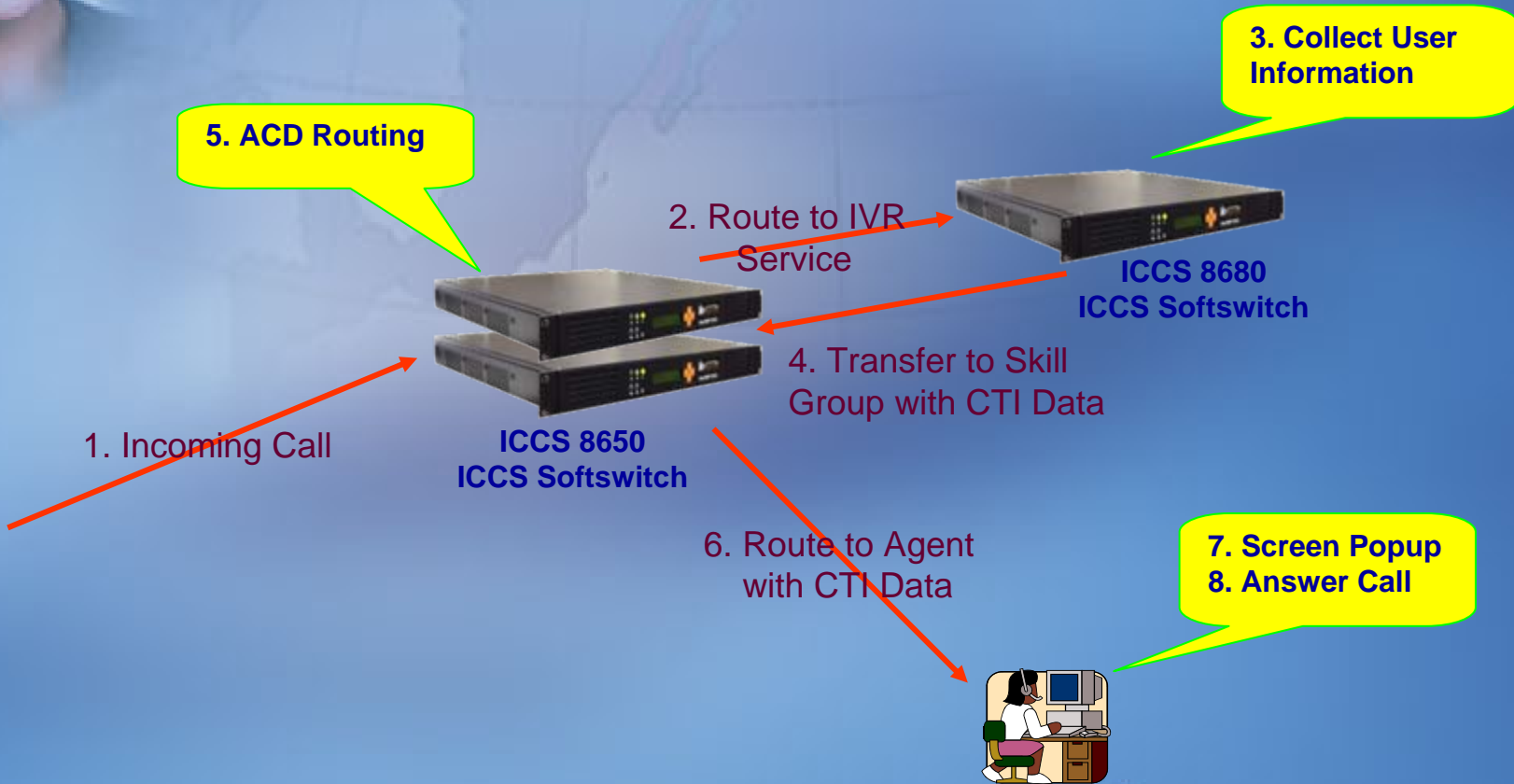


HardPhone

SoftPhone

- ▶ Agent Login over SIP Phone
- ▶ Agent Status Change
- ▶ Accept Call for SIP Phone & Agent Number

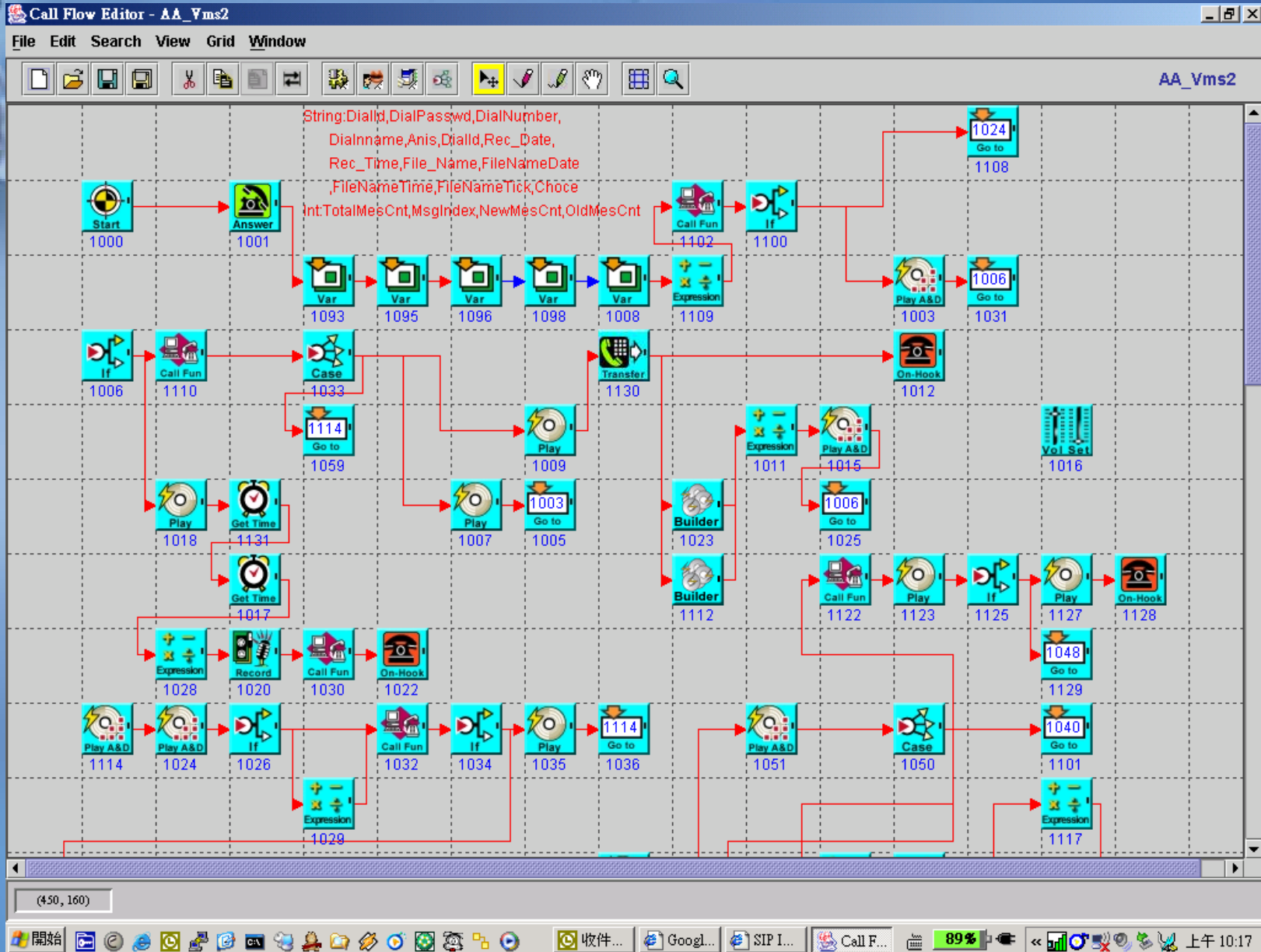
# CTI Attach Data



# CTI IVR

- SIP based CTI IVR
- Drag-Drop GUI Call Flow Editor
- Real Time Debug
- Hitless Call Flow Update
- Channel/Call based Call Flow
- Customizable Text to Speech
- Support External HOOK Function
- Support External Job Pushing
- Support DB Connection
- CTI Attach Data To Agent
- Support Average Waiting Time
- Support Waiting Queue Announcement

# CTI IVR



# CTI Recorder

- Full Web Management GUI
- VOIP Voice Recording
- Real Time Call Monitor
- CTI Data Attachment (up-to 10 fields)
- Call Historical Report
  - ANI/DNIS
  - Date Time
  - Agent ID
  - CTI Data
- Up-to 30K hours Built-in Storage
- Stackable by using external DB/NAS



# CTI Web Call

- Support SIP Calls
- Support G.729A LBR
- Provide CTI Web OCX
- Click to Talk to Agent
- Support CTI Attach Data
- Provide Sample Code



# Agent CTI Component

- Support SP365 Soft-Phone
- Support CTI Hard Phone\*
- Free Seating
- Agent Status Change
- CTI Call Control
- CTI Attach Data
- Screen Popup
- Provide CTI OCX