

ICCS 8650A IP Call Center



AIO all-in-one IP based Call Center up to 30 calls.

ICCS 8650A Server is a small VoIP call center. With built-in rich IP Telephony, ACD, IVR and Recorder services, ICCS 8650A enables traditional CTI Call Center features by using new generation VOIP technology. It offers the benefits of reasonable cost, remote agents, readily integrate with IP network and etc.

Benefits :

- Built-in SIP Proxy, ACD service, Call Queue, Recorder and IVR are integrated
- Web Management interface and Multi-Language supported
- Support external Database and File server
- Support QoS
- Customer HTTPS Certificated
- System Configuration parameters backup and restore
- Support SNMP and Syslog Server
- Display Real Time system status

SIP Proxy Telephony Service

The core of SIP Proxy telephony server was derived from well-know WellSIP 6500 series (Welltech SIP Proxy). It provides intelligent Call Routing, Agent/Telephony Connection and Rich Telephony features.

Automated Call Distribution (ACD)

Built-in ACD service provides rich routing polices for incoming calls processing (i.e. most idle, skill level, least service count etc.) It also supports call queuing feature when all agents are busy. A variety of ACD reports are provided for administration purpose.

Interactive Voice Response (IVR)

The system provides an internal IVR services. The System Integrator (SI Company) can easily create a call flow by **Drag and Drop** web interface. It is able to collect required caller information and use CTI attachment components to send to agent for **Screen Popup** application.

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CTI Recorder (Voice Logging)

With 30,000 hours recording storage capacity in Mini Hard disk (3 x 160GB RAID 5), the VOIP call center can be benefited to ensure the service quality and record the service progress. It also enables supervisor listen the agent's service call for monitoring purpose. Additional CTI information can be added for recording indexes.

Flexible OCX for CRM Integration

ICCS 8650A provides a flexible of OCX for CRM integration. By using it, the CRM system can be readily integrated to use the VOIP call center service, including CTI attachment, Recording Information Adding, Call Control, Screen Popup and etc.

High Availability Redundant (coming soon)

ICCS 8650A provides high availability VOIP call center service by using active and stand-by redundant technology which provides hot standby and hitless fail-over for stable call to reach mission-critical service requirement. It keeps your service with continuous running.

Please Note : To use this features, two units of ICCS 8650A with redundant firmware are needed.

SIP Proxy Telephony Services:

SIP RFC 3261 Compliance	Call Pickup (Global and Group)
Support SIP Trunk	Specified Call Pickup
Subscriber Register	Miss Call Notify by Email
Intelligent Call Routing	Short Code
Call Transfer	Do Not Disturb (DND)
Call Forward	Call Routing
Call Waiting	Digit Manipulation (Drop and Insert dialing digits)
Call Hold	

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ACD Service:

1. Flexible Agent Routing Polices:
 - Most Idle
 - Min Service Count
 - Min Service Time
 - Round Robin
 - Skill Level Routing
2. Free Seating
3. Support Remote Agent
4. Support Multiple agent mode
 - Ready
 - Not Ready
 - Rest
 - Other Work
 - Logout
5. Call Queuing
6. Provide Real-Time Agent Information
 - Agent Performance Data
 - Skill Data
 - Skill/Agent Performance Data
7. Overflow Process to Next Skill Group
8. Redirect when Agent is no Answer
9. Programmable Default After Call State Setting
10. Average Call Waiting Indication
11. Provide Quarter-hour, Hourly and Daily Report
 - Agent Status History Report
 - Agent No Answer History Report
 - Agent Performance Report
 - Skill/Agent Performance Report
 - Skill Performance Report

Recording Service

Agent based Voice Recording

Real Time Call Monitoring by channel or agent

Support G.723, G.729, G.711 and GSM voice codecs

MP3 compression for storage and play back (bit rate: 8,16,32,64 Kbits)

Flexible Playback with desired caller, called, voice track and date/time.

Easy search by calling/called number, date/time or user defined field.

Provide an OCX Component for Inserting CTI Attached Data

Support CTI attached data to user defined field

Provides Call Historical Reports

Support Multiple Supervisors.

Supervisor based interception list

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IVR Service:

SIP RFC 3261 Compliance

Audio Codec G.711, G.729A and GSM

Drag and Drop Call Flow Editor

Real Time Status/Variable Debugger

Rich-set of predefined components:

- Basic flow components

- IVR components

- Database components (Support MS-SQL, MySQL and Oracle)

- Flow Control components

- RADIUS Components

- Channel Components

- HTTP Access Components

- External Hook/Job Components

Support Database Connection Pools

Hitless Call Flow Update

Support CTI Attachment Data to Agent

Play Background Music or Announcement when ACD call is Queuing

Support Windows External File System

Support voice prompt cache for update

Maximum Capacity :

Up-to 30 agents and 10 skills

Up-to 30 recording resources

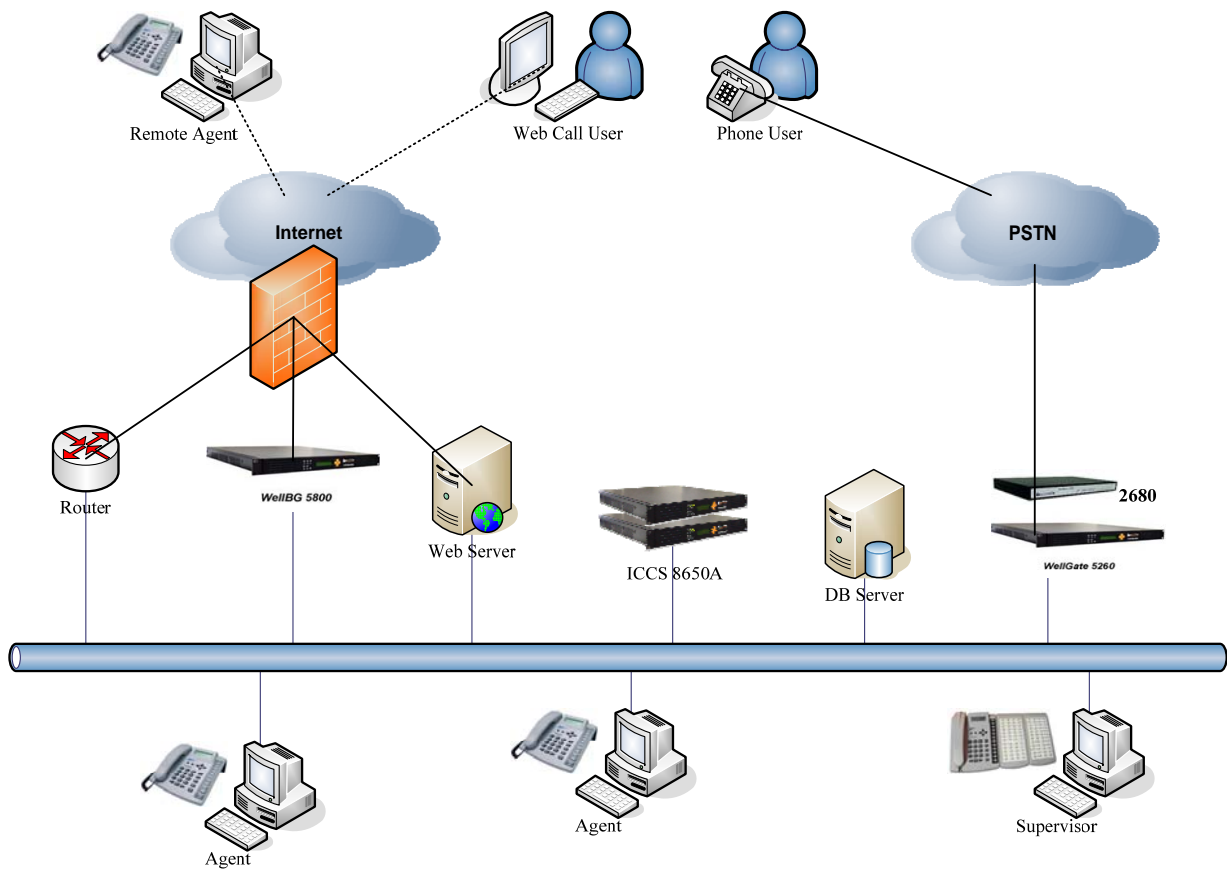
Up-to 30 IVR channels

Up-to 30,000 hours storage (for voice greeting and recording)

Application Diagram

This is a typical application for an IP based Call Center application. Support both in-house service Agents and Remote agents over IP Network simultaneously. The incoming call may come from local PSTN or Telco such as FXO Gateway (WellGate 2680) or T1/E1 trunk gateway (WellGate 5260). Or, it comes from WebCall when end user visits Call Center Web Page to make click-to-talk service. All-in-one ICCS 8650A provide integrated agents processing, ACD, Call Queuing, IVR announcement and Recording features.

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Dimension

2U/19-inch, 49(w) × 8.8(H) × 45(D) CM (without packing)

Weight

11.5 kg (without packing)

16.3 Kg (include packing)

Front Panel :

LCD Display : 2 lines x 16 digits dot-matrix

Rear Panel :

Dual Ethernet RJ-45 Gigabit 10/100/1000Base-T.

Dsub-15 Connector for external Monitor

One PS-2 Mouse/Keyboard connector for Maintenance

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Front Panel



Rear Panel

Operating Temp. & Humidity

Temp.: 0°C to 45°C (32°F~113°F)

Humidity: 10% to 85% relative humidity, non-condensing

Storage Temp. & Humidity

Temp.: 0°C to 55°C (32°F ~131°F)

Humidity: 10% to 95% relative humidity, non-condensing

AC Power Source

INPUT: AC100V~240V, 50/60Hz

Power Consumption : 400 Watts

Ordering Information

Model	Agent Number	IVR Channels	Recorder Channel	WebCall	Maximum Registration	RTP/NAT Call	Concurrent Call
ICCS 8650A-10	10	10	10	1	30	10	25
ICCS 8650A-20	20	20	20	2	60	20	45
ICCS 8650A-30	30	30	30	4	90	30	65

Please Note :

ICCS 8650A is not ready to use product to end users. It needs local country's System Integrator to customize to meet user's target call flow and application. Welltech welcome world wide SI company to promote 8650A with their expert knowledge and application.