

Multi Contact Center(IPCC)

1

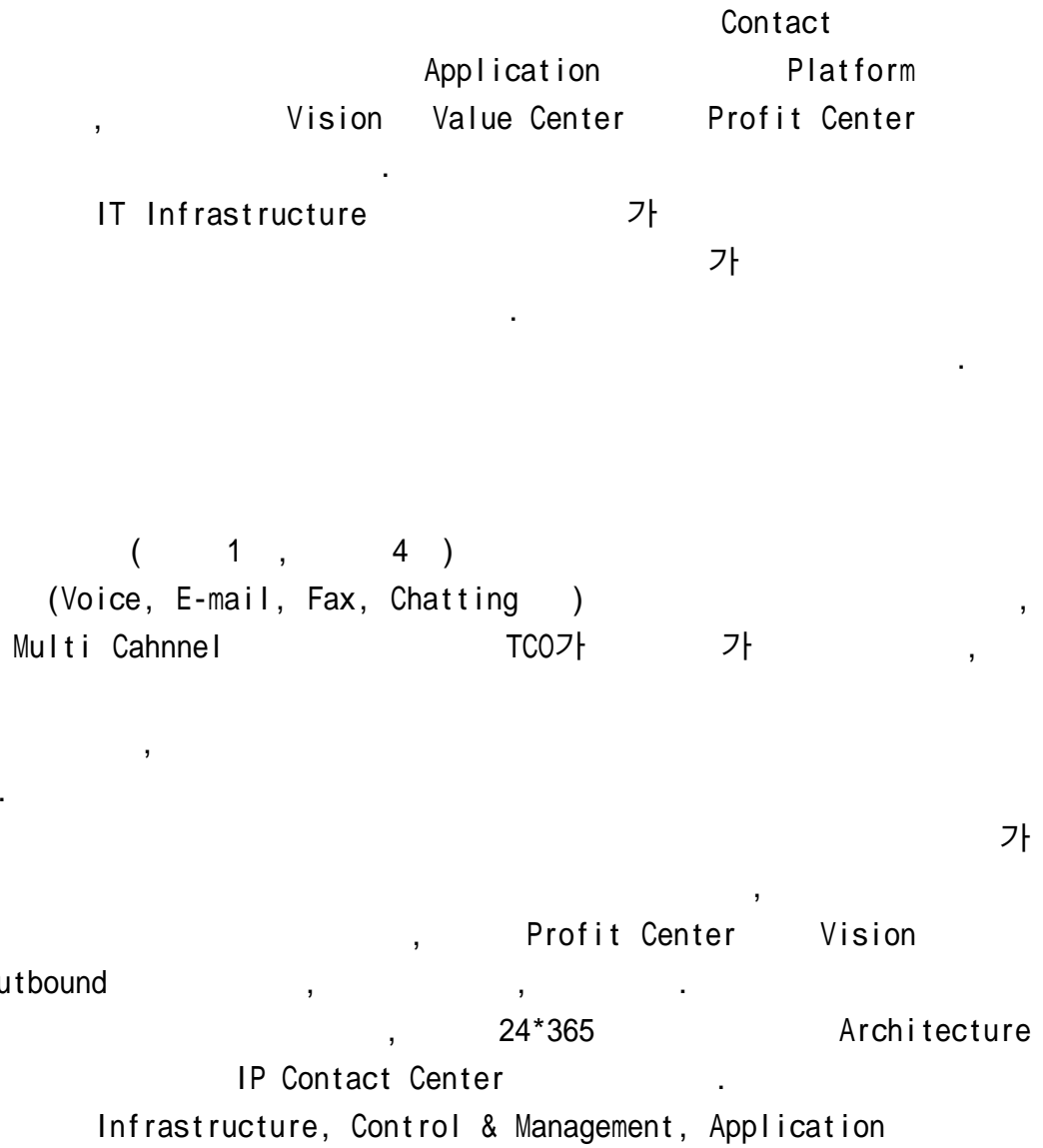
PSTN (1) ARS
 (2) 90 CTI
 Screen Popup, Call Routing
 , 2000 Voice Data가 IP Multi Contact
 Center Virtual Call Center e-Commerce 가
 Contact Center .
 IP Contact Center Voice Media Channel Data가 IP Network
 , Call Center Application IP Network
 Platform 가 Multi-Site IP Network
 Contact Center 가 Contact Center .
 2003 11 250
 2 () All IP Architecture 가
 , PBX TDM 1
 (, 1998 가) 2
 가 TCO IP + TDM
 Hybrid Architecture 12
 가 .(4)
 Call Routing Load
 Balancing
 ROI가 20 ,
 6 가 .
 IP Contact Center /

/

IP Contact Center

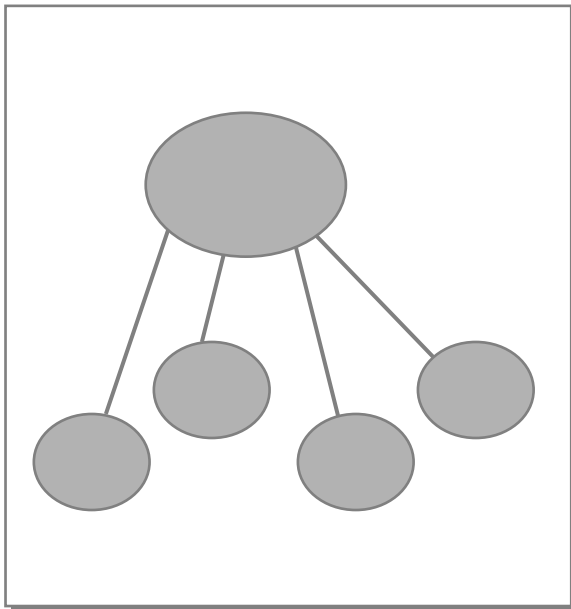
Vision

Contact Center

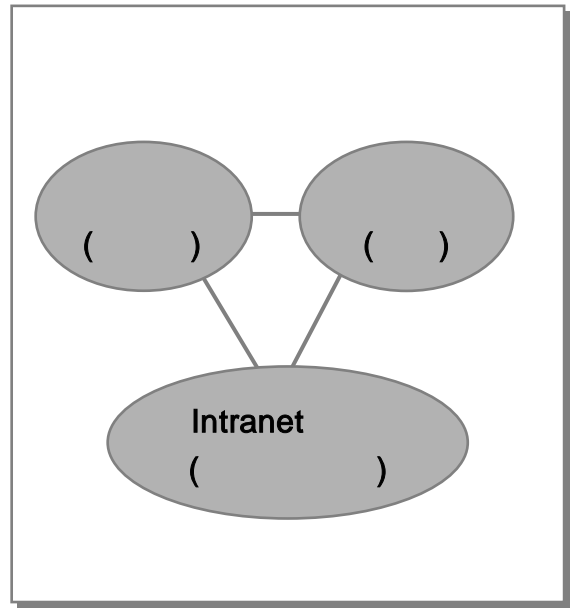


- Infrastructure

- Contact Channel
- (Overflow Call / Recovery)
- Multi Contact Center
- Intranet, Internet, PSTN
- (PBX, CTI, IVR) IPCC
- 24*365 System Architecture



(IPCC)



(IPCC)

- Control & Management

- 가
- ()
- (TCO)
- (Call Processing) , Call Monitoring,

- Application

- ARS (: →)

. 가

.

. 가

. Outbound

. (WFM)

가

가

10 IPCC
BMT 1

가 ,

.
BMT

2003 2 2

IPCC

가 , Voice

가

가

, IP

Telephony

100%

가

.

.

Load Balancing Best Service Routing

.

가 Multi Contact Center

. 24 x 7 Service

System Architecture

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.

. ,
WFM

. Blending

. Multiple Outbound Dialer

.

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가 () 가

가 .

가 BMT ,

가 가 .

, IP Contact Center PBX CTI

가 Internet Protocol Network Voice, Data,

E-mail, Fax 가 IT Total

Solution 가 IPCC, Network, Host Interface, WAS, DB

Server, Web Application Turn Key

,

IPCC Consulting .

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.

BMT

BMT 2 3 .

BMT 가 /

, Virtual Call Center 1 .

, BMT .

BMT .

- Inbound Call , , , Screen Transfer, , , Overcall Transfer, Multi-Site , , Media Blending, Reporting, Stress Test, Recording

- OutBound Call
 Blending (Call Blending,),
 Outbound Dialing(),
 ,Reporting, Stress Test(P.D), Recording

- / / Plan
 Telephony Link Failure, IP Machine Failure, Site Failure

- ERMS , WFM ,

가

. Inbound Call Queue Media Server
 Failure Call Hot-Swap 가
 . Take Over
 . Multi Contact Center
 . IVR (Conference transfer)
 . Multi Skill

가 4
 IP Contact Center

, 가 2 2004
 (Break Even Point
) , 5 IP Contact Center 가
 (Net Present Value) 100

가 IP Contact Center 가
 4

, IP Contact Center 가
 ,

가 , 20% 가 95% , 20 90% 가 IP Contact Center

, 가

IP Contact Center

<IP Contact Center >

