

2003 IP Contact Center

가?

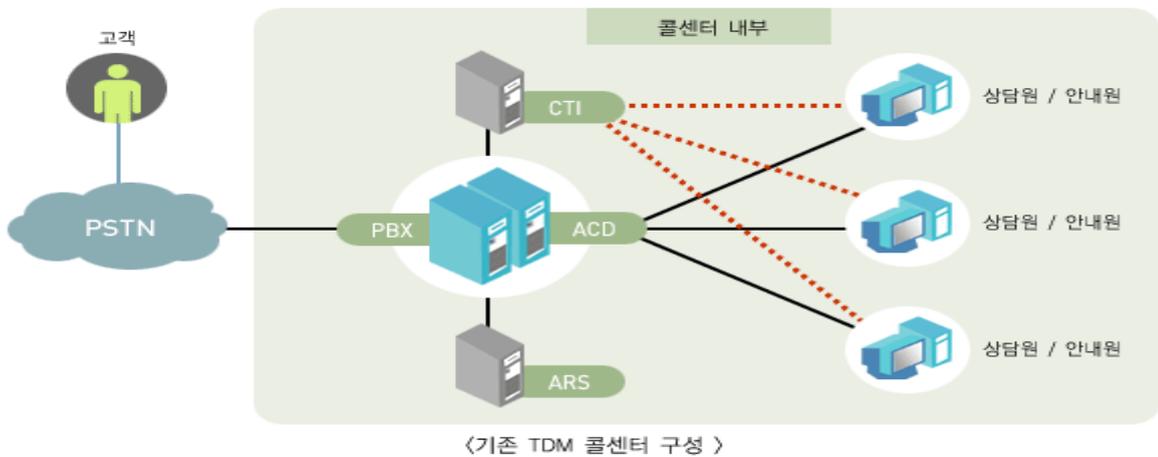
1. Overview

2003 CTI , IPCC(Internet Protocol Contact Center)
가 , IPCC Solution

가

2. IPCC

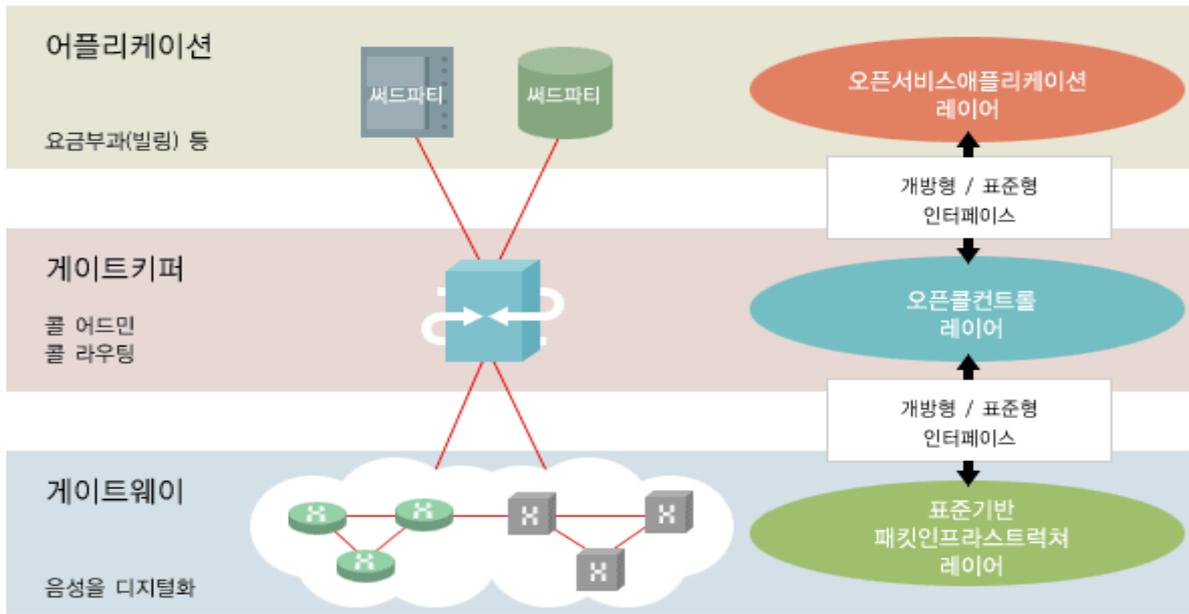
IPCC (Internet Protocol Contact Center) , VoIP IP
Contact Center Solution VoIP Network base Contact
Center . , VoIP,
IP 가 . , IP Running
Cost Multi Center 가



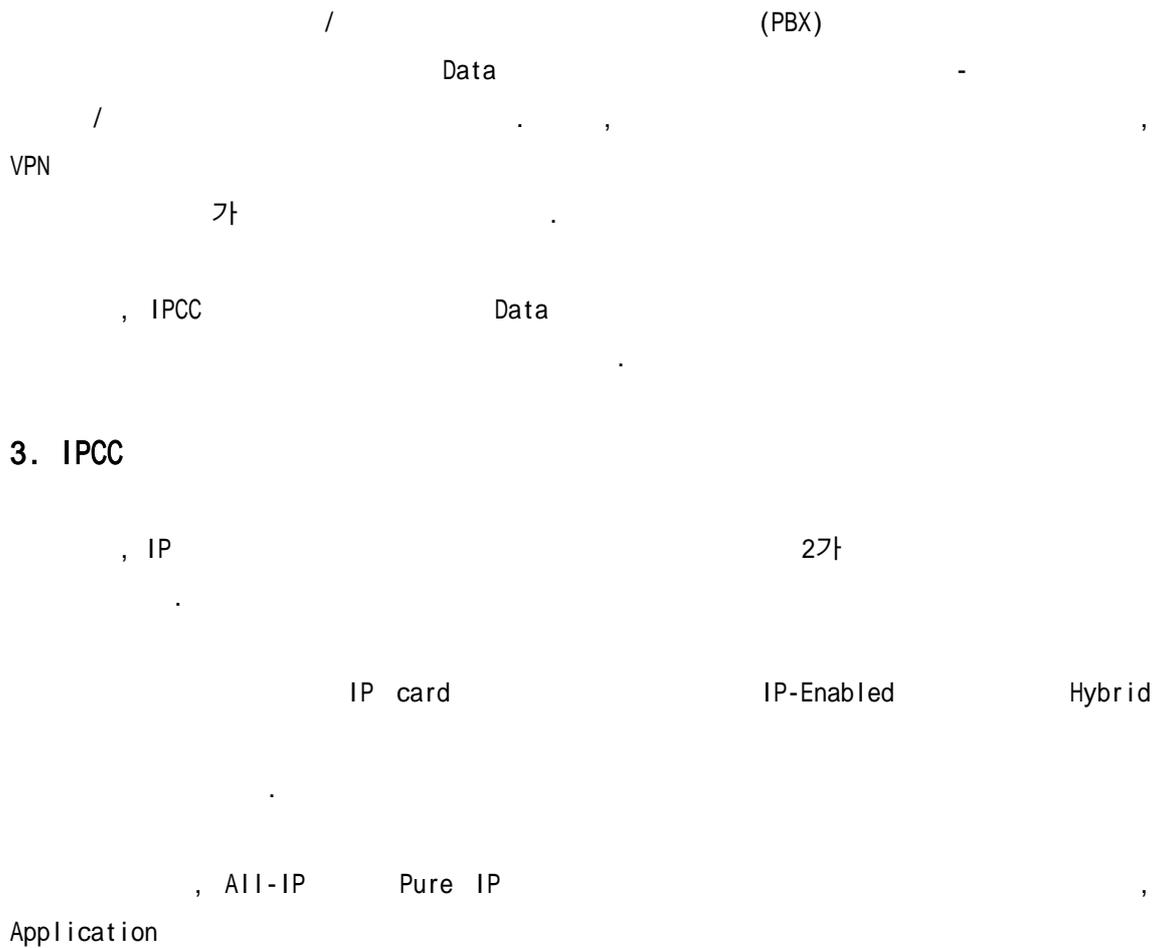
TDM

IPCC

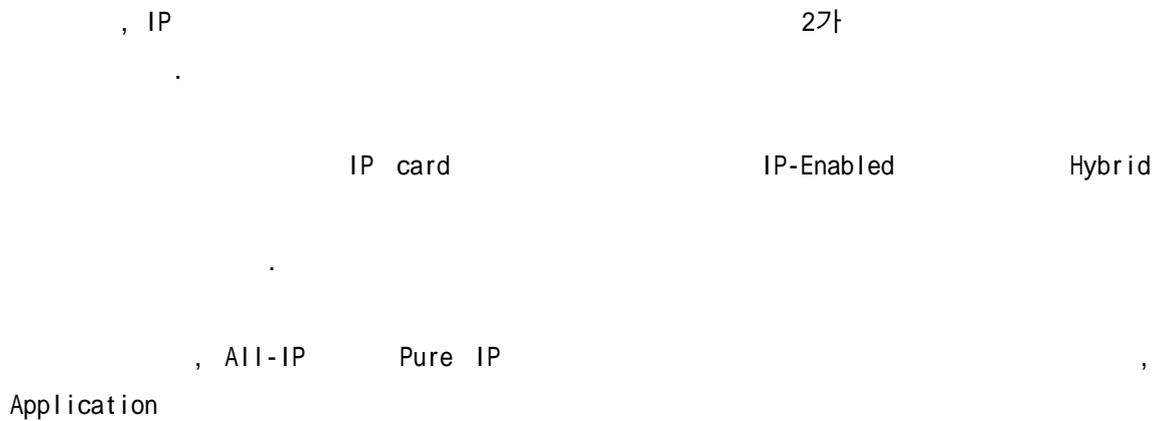
가



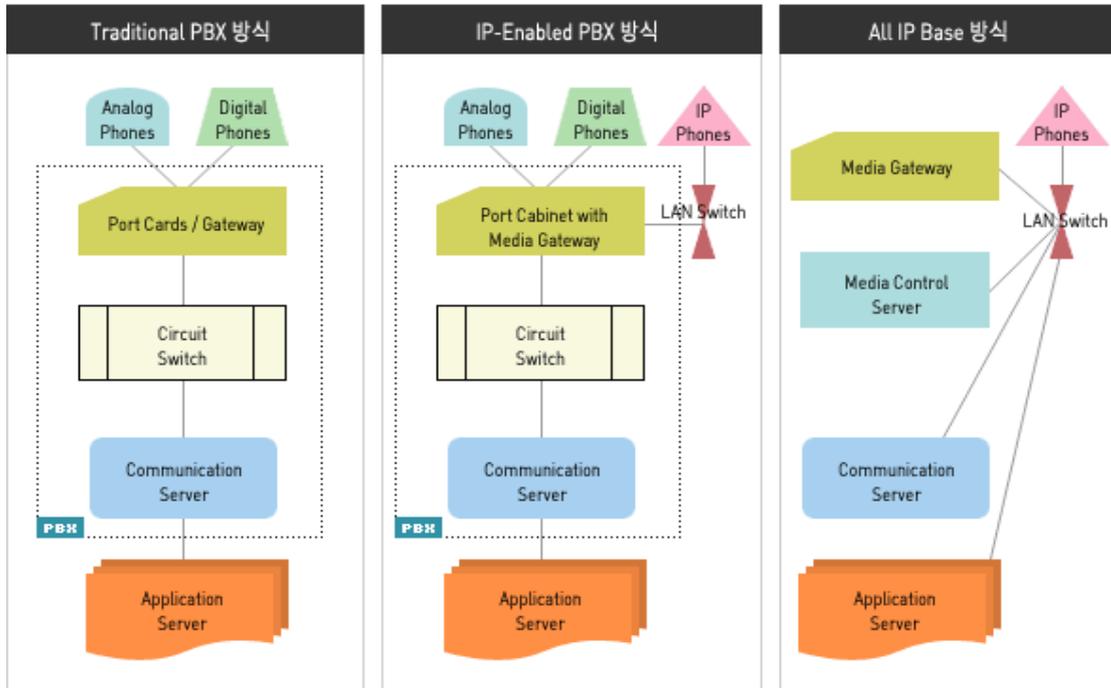
〈 패킷 텔레포니 아키텍처 〉



3. IPCC



TDM IPCC



< 콜센터 구현 방식 >

가

All-IP Hybrid IPCC
IP