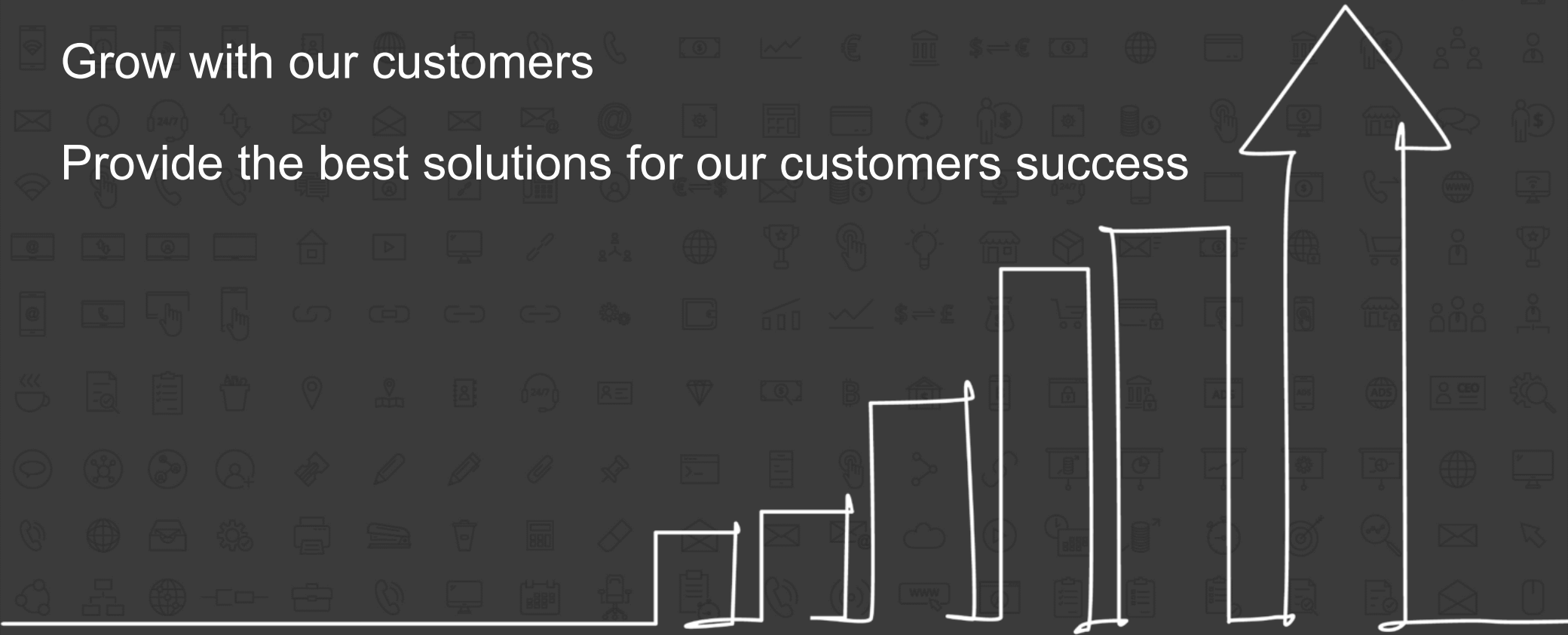Enterprise Communication Solutions

Introduction to ECS Telecom

Grow with our customers

Provide the best solutions for our customers success

ECS

Through ECS Numbers

7th Oct. 1999
Founded

210
Employees

300+
Clients

A
Corporate Credit Rating

26 consecutive years
Financial Reporting

1.2 Trillion KRW
Cumulative Revenue from Customer Success Business

733 Billion KRW
FY24 Revenue

No.1
Rated in industry / Global vendor partnership
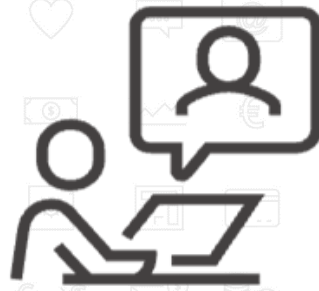
* As of August 11, 2025

ECS Telecom,

Our Businesses

Customer Success

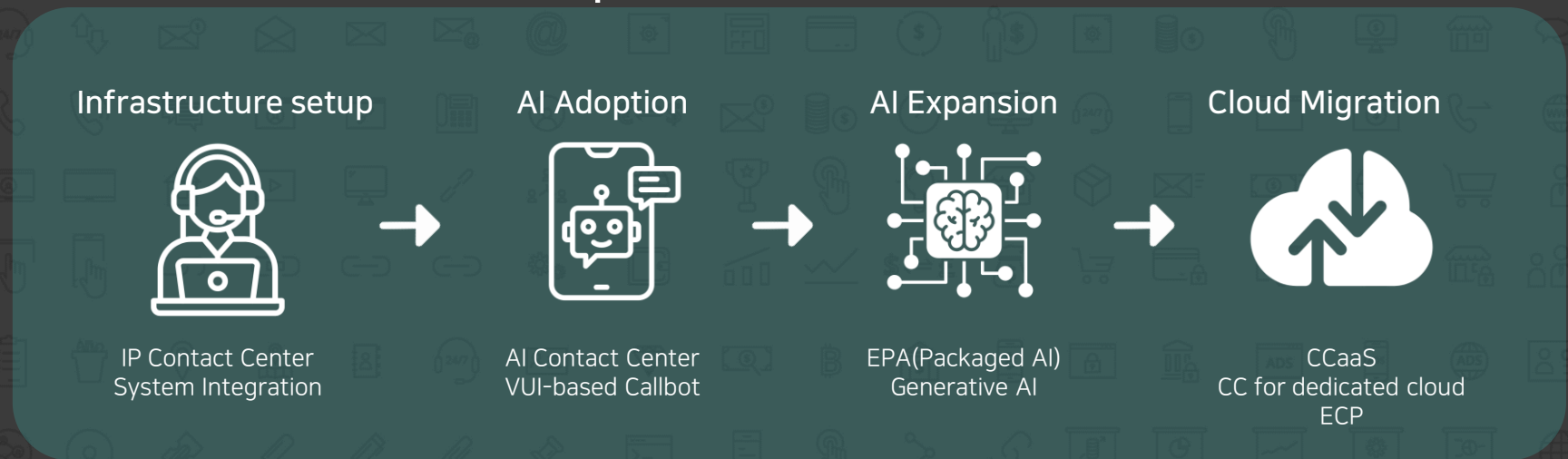# Digital Workplace

ETaaS, at your service

ECS Telecom is committed to the success of our customers by providing Digital Workplace business solutions focusing on the core value of communication. In addition, we provide ETaaS, which fosters growth alongside our customers, focusing on addressing our customers' challenges, while suggesting new solutions beyond just product sales. ECS Telecoms' Customer Success business solutions combine various IT implementations such as AI, chatbot, STT/TA, and voice authentication based on the establishment of a call infrastructure system to provide answers and create a smart contact center. Our Digital Workplace business solutions are a guide for implementing smart office solutions to maximize work efficiencies such as video conferencing, unified communication, and network integration.

Customer Success

With the changes in the digital environment, contact centers are no longer merely customer service points but have evolved into key touchpoints that define and lead the customer experience. To respond to these changes, ECS Telecom offers a step-by-step roadmap—from contact center environment assessment and IP-based infrastructure setup to AI-driven automation, generative AI integration, and cloud migration. Through this roadmap, customers can achieve end-to-end contact center transformation, significantly enhancing both operational efficiency and service quality.

Contact Center Roadmap

Infrastructure setup	AI Adoption	AI Expansion	Cloud Migration
IP Contact Center System Integration	AI Contact Center VUI-based Callbot	EPA(Packaged AI) Generative AI	CCaaS CC for dedicated cloud ECP

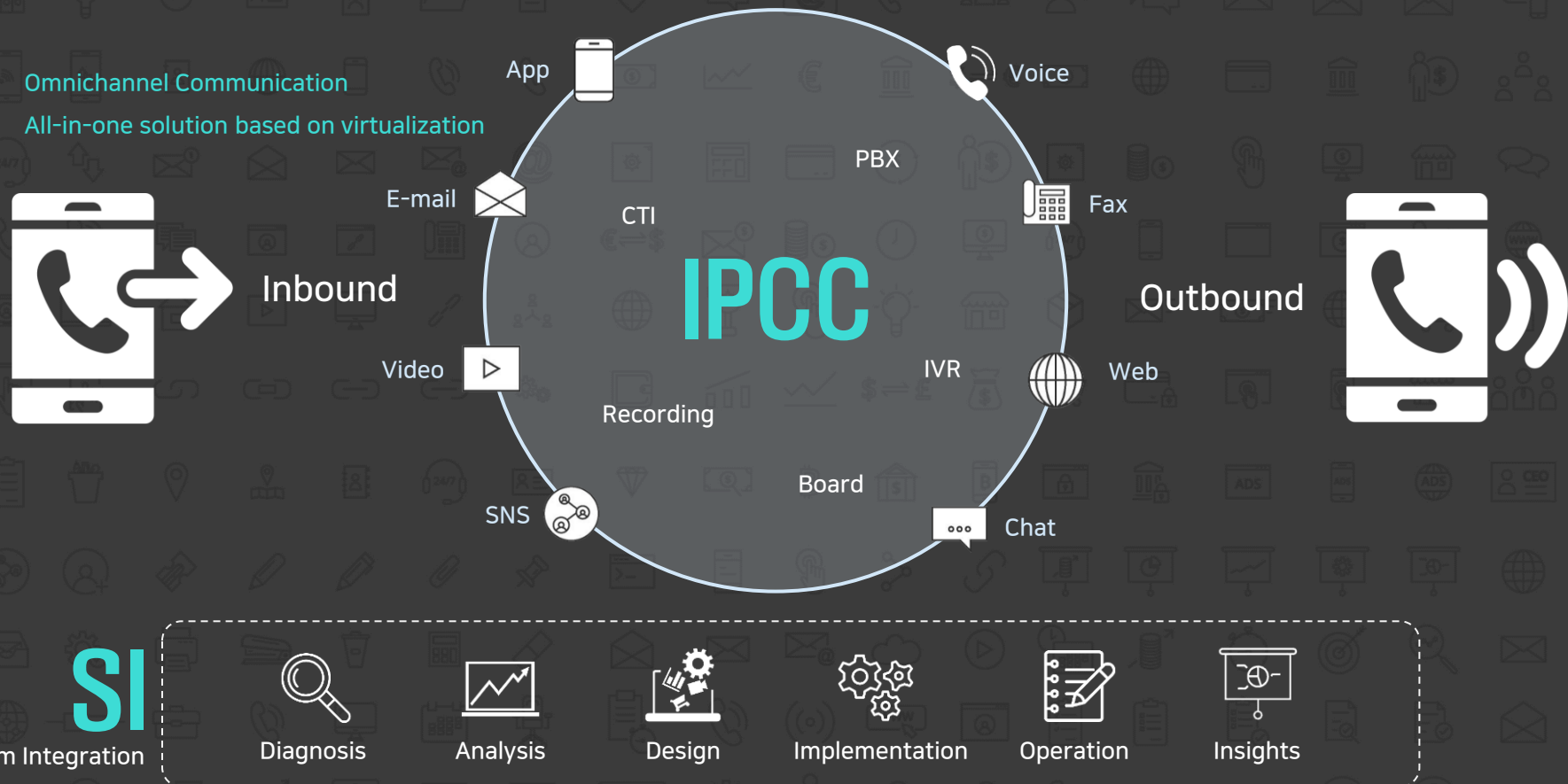**"Completing the Evolution of Customer Experience with AI and Cloud"**

Customer Success

Today, as contact centers expand across multiple channels, consistency and seamless connectivity between customer touchpoints are now more critical than ever. ECS Telecom assesses the overall customer environment—including Contact Center (CC), Unified Communications (UC), video, and network—and designs and builds systems tailored to the operational objectives and workflows of each customer's contact center.

Omnichannel Communication

All-in-one solution based on virtualization

App

Voice

PBX

E-mail

CTI

Fax

IPCC

Inbound

Outbound

IVR

Web

Video

Recording

Board

SNS

Chat

SI

System Integration

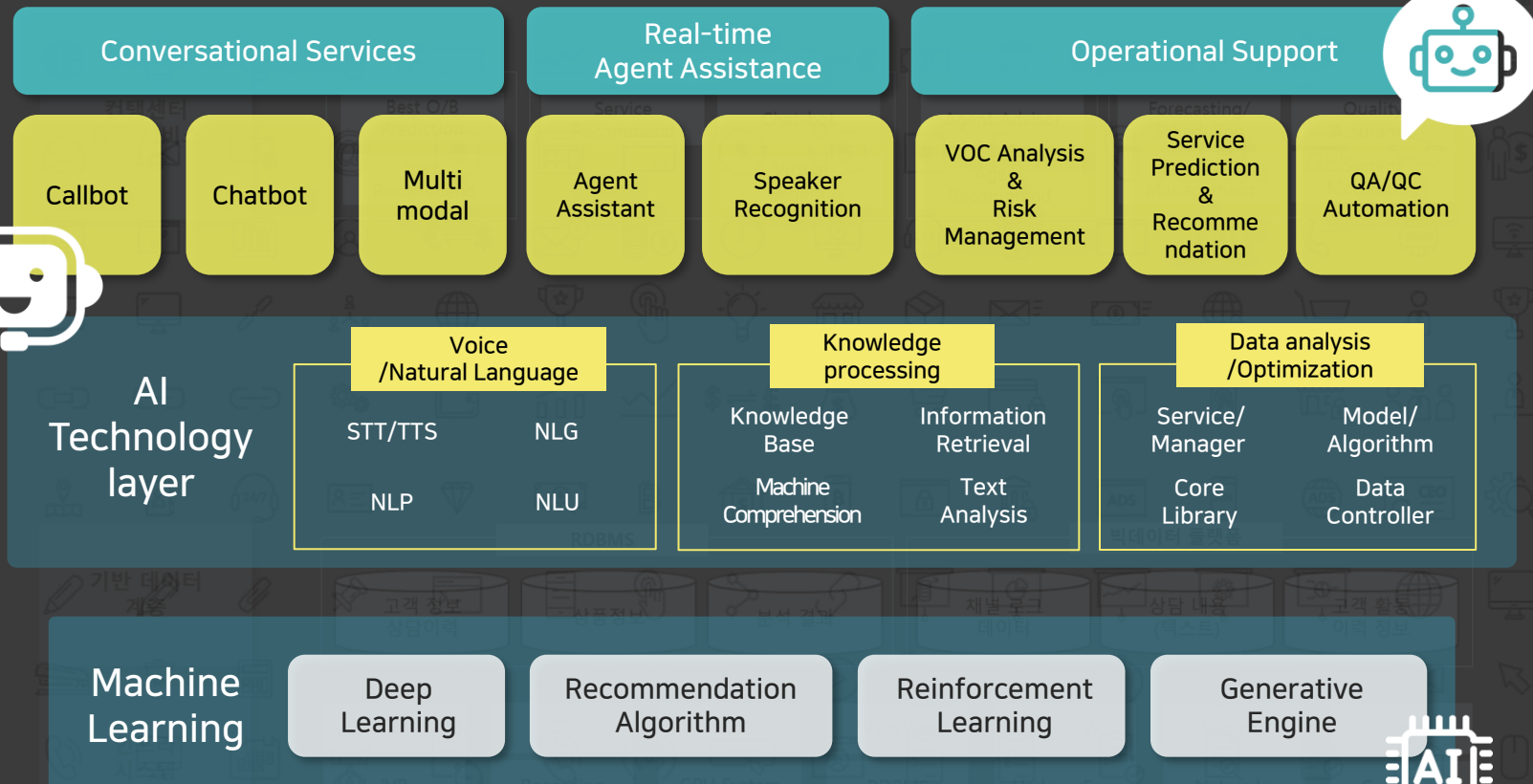Diagnosis   Analysis   Design   Implementation   Operation   Insights

Customer Success

As digital transformation accelerates, contact centers are no longer simply customer service systems but are expected to evolve into intelligent platforms. The AI Contact Center (AICC) is a next-generation platform that integrates channel hubs with AI-powered digital services. By combining the latest AI technologies with contact center call infrastructure, ECS Telecom enhances agent productivity, maximizes customer satisfaction, and reduces operational costs.

AICC

AI-based Conversation Consultation Operational Support

Conversational Services			Real-time Agent Assistance		Operational Support		
Callbot	Chatbot	Multi modal	Agent Assistant	Speaker Recognition	VOC Analysis & Risk Management	Service Prediction & Recommendation	QA/QC Automation

AI Technology layer

Voice /Natural Language
- STT/TTS
- NLG
- NLP
- NLU

Knowledge processing
- Knowledge Base
- Information Retrieval
- Machine Comprehension
- Text Analysis

Data analysis /Optimization
- Service/ Manager
- Model/ Algorithm
- Core Library
- Data Controller

Machine Learning

Deep Learning	Recommendation Algorithm	Reinforcement Learning	Generative Engine

8

Customer Success

In AI contact centers, Voice bot(call bot) are increasingly replacing human agents, enabling highly accurate responses. However, how can we ensure these bots are friendly as well? ECS Telecom has established VUI-based voice bot design standards and expertise to deliver friendliness in voice interactions. The company has also developed specific voice bot quality evaluation indicators and criteria, for which a business model patent has been filed.

AICC

Quality control of AI counselors and voice-bot?

Voice bot (Call bot)

A system that uses AI based voice recognition, natural language processing technology, and voice synthesis to interact with customers via phone voice.

Agent quality evaluation indicators

KSQI (Korean Service Quality Index)   KS-CQI (Korean Standard Contact Service Quality Index)

Voice-bot quality evaluation indicators

Evaluation Items

Identity
Integrated persona of voice bot

Intelligent Counseling Center
Ability to handle consulting work

Rich Expressions
Functional and emotional conversations

Complementary Modality
Diversity of means of information delivery and communication

Evaluation effect

Presenting standards for VUI application in voice-bot design

Evaluate accurately the service quality of voice-bot

Providing measures to improve customer trends

*출원번호 : 10-2023-0084154

Customer Success

The demand for AI technologies—across callbot, chatbot, KMS, and more—is rapidly increasing,
yet many companies still hesitate to adopt them due to the burden of implementation costs.
To address this, ECS Telecom offers EPA (ECS Packaged AI), an affordable and easy-to-deploy AI solution.
EPA provides an AI-based, natural language understanding callbot as a standard feature and can be implemented without heavy upfront
investment through both on-premise and usage-based ETaaS models, enabling flexible use.
We also support advanced callbot development using generative AI, lowering adoption barriers and enabling tailored digital transformation.
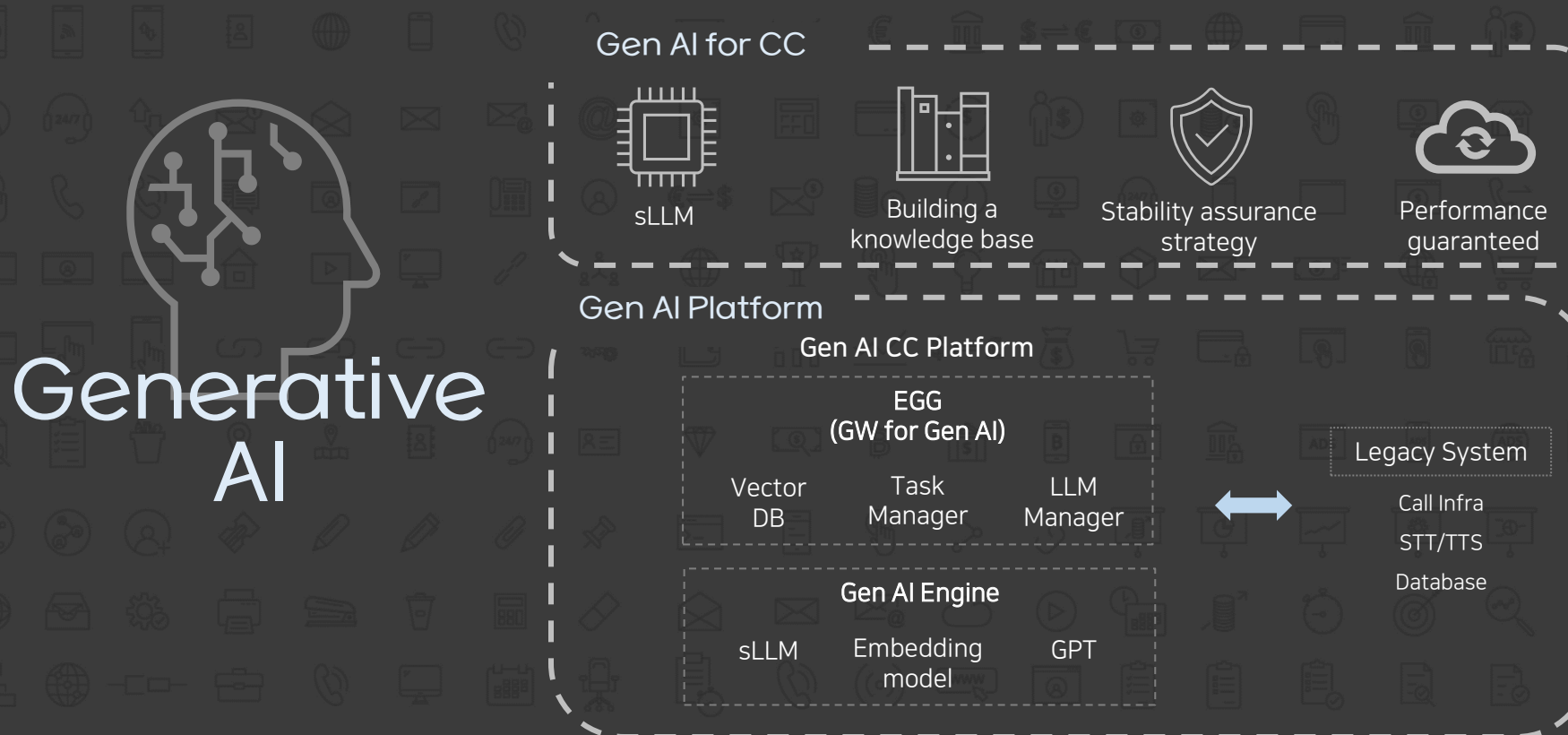
| Low Cost | STT | TTS | NLU | Call-bot G/W | Scenario | STT | Scenario Development |
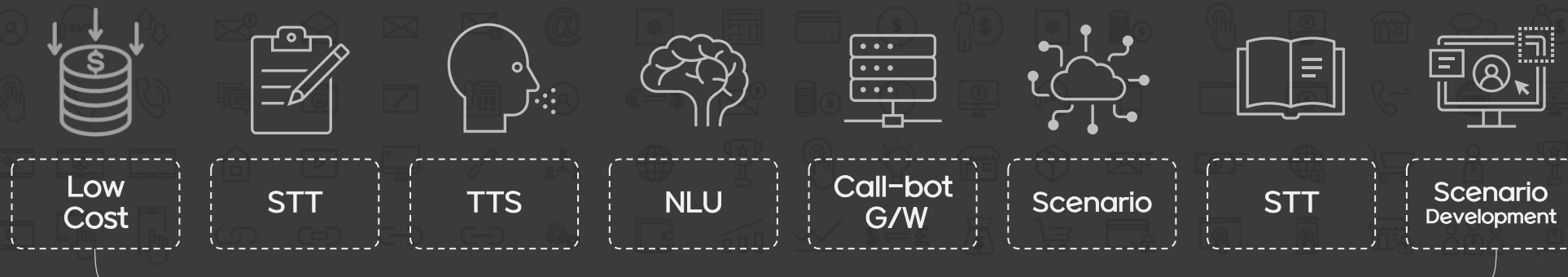
EPA

ECS Packaged AI

Customer Success

In a contact center environment where customer expectations are continually rising, generative AI is emerging as a key technology that can simultaneously transform operational efficiency and the customer experience. This technology understands customer inquiries in natural language and autonomously generates context-appropriate responses, enabling automated customer service. It can also provide agents with real-time scripts and be widely applied to designing personalized services for complex needs. By integrating generative AI into contact center operations, ECS Telecom accelerates response times, reduces agent workload, and enhances overall service quality.

Generative AI

Gen AI for CC

sLLM	Building a knowledge base	Stability assurance strategy	Performance guaranteed

Gen AI Platform

Gen AI CC Platform

EGG (GW for Gen AI)

Vector DB	Task Manager	LLM Manager

Gen AI Engine

sLLM	Embedding model	GPT

Legacy System

Call Infra
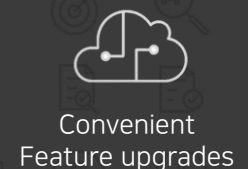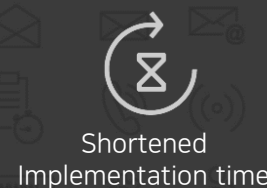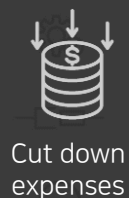STT/TTS
Database

Customer Success

As the demand for flexibility and scalability in contact center systems grows, cloud-based CCaaS (Contact Center as a Service) is attracting growing attention. ECS Telecom provides a CCaaS environment that enables the rapid deployment of call systems, infrastructure, and applications without the need for dedicated equipment. This allows customers to reduce initial investment and maintenance costs while easily scaling in response to business changes, thereby achieving three key values at once: faster implementation, lower costs, and more flexible operations.

CCaaS

ACD/IVR

Omnichannel Routing

Quality Management

Performance Management & Gamification

Enlighten AI

Enlighten Copilot
Enlighten Autopilot
Enlighten Actions

Workforce Management

Desktop Automation & Robotic Automation

Interaction Analytics

Enlighten AI

Video Chat & Co-browse

Recording

Digital Channels

Self-Service Virtual Agents (voice bots and Chat Bots)

Knowledge Management

Voice

NiCE | CXone Mpower

Cut down expenses

Flexibility to expand

Shortened Implementation time

Increased productivity

Convenient Feature upgrades

Customer Success

For customers who prioritize cloud security and operational flexibility, a dedicated cloud-based contact center is an ideal choice. The Dedicated Cloud Contact Center (CC for Dedicated Cloud) is a customized, standalone solution built for a specific cloud environment. It operates on private infrastructure with enhanced security and provides the flexibility to design and implement the exact functions customers need.

Contact Center →

Customizing

Dedicated   **Private**

BRIGHT PAT·TERN

Customer →
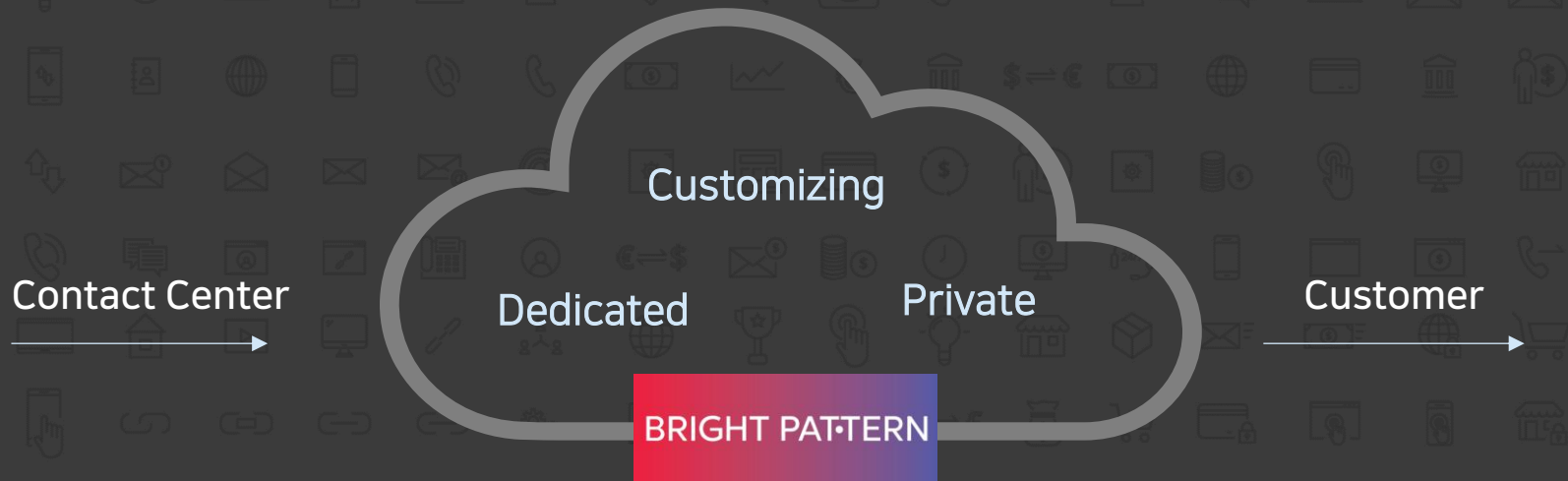
CC for dedicated cloud

High level of security
Used only by specific organizations.
Direct data processing.

Flexibility
Exclusive use of resources.
Implement all desired functions.

Digital Workplace

As organizational communication environments grow more complex, the need for seamless channel connectivity and information flow is more critical than ever. ECS Telecom's Unified Communications (UC) solution integrates IP telephony with a wide range of UC applications, unifying all channels—voice, video, messaging, email, and web/video conferencing—into a single platform.
This seamless connectivity maximizes efficiency and collaboration, making it a core IT infrastructure for any organization.

Data exchange

Conferencing

Directory

IP Telephone

Unified Communication

Presence

Instant messaging

Video

Mobility

Digital Workplace

In today's global business environment, companies must maintain reliable communication anytime, anywhere.
However, complex communication infrastructures and high operating costs can limit agility.
To overcome these challenges, ECS Telecom offers its Cloud Telephony service — a cloud-based SaaS business calling system.
This allows companies to access consistent, high-quality communication services worldwide at low cost; streamline complex communication environments; enhance agility; and focus on their core operations.

Voice Gateway
PSTN
IP-PBX
IP Phone

IPT

SaaS

Webex Calling
Zoom Phone

Cloud Telephony

Public Cloud
Private Cloud
Hybrid Cloud

Flexible work
Flexibility & Expandability
Improve communication efficiency

Sustainable service
Maintain up-to-date global security

Cost reduction
Free call between employees
Unnecessary replacement of infra, maintenance, etc.

Increase productivity
Convenience of use
Increase team collaborative environment

Upgrade function
Access to new features
Collaborative service

Digital Workplace

In today's global environment, businesses require reliable communication anytime, anywhere. However, complex infrastructures and high operating costs can limit agility. To overcome these challenges, ECS Telecom offers its Cloud Telephony service—a business calling system delivered through a cloud-based SaaS model. This allows companies to access consistent, high-quality communication services worldwide at low cost, simplify their communication environments, enhance agility, and focus on their core operations.

any device
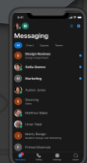
Mobile
(iOS/Android)

Web/PC app
(Windows/MAC/Linux/VDI)

IP Phone

Video conference terminal

Webex calling map

Country in use

anytime

Seoul Data Center

Media PoP

webex
by CISCO

Phone

Cooperation

Meeting

Provide services by selecting necessary functions according to customer environment

Global

anywhere

16 Data Center

20+ Major language support

122+ Service Countries

45 million+ Users

8 billion Number of calls per month

Hosting 122 countries & global coverage through dedicated Backbone network (Guaranteed reliable phone service worldwide 24 hours a day, 365 days a year)

Digital Workplace

In today's work environment, as remote and hybrid work become the norm, businesses need seamless communication anytime, anywhere. Zoom Phone is a cloud-based telephony solution that delivers flexible and reliable communication, optimized for hybrid work environments. With Zoom AI Companion, it offers smart features such as live call transcription, recording summaries, next-step suggestions, and meeting transitions—combining powerful AI capabilities with an intuitive interface. This empowers businesses to maximize operational efficiency and collaboration.

anywhere
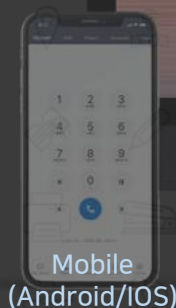
11+
Data Center

700M+
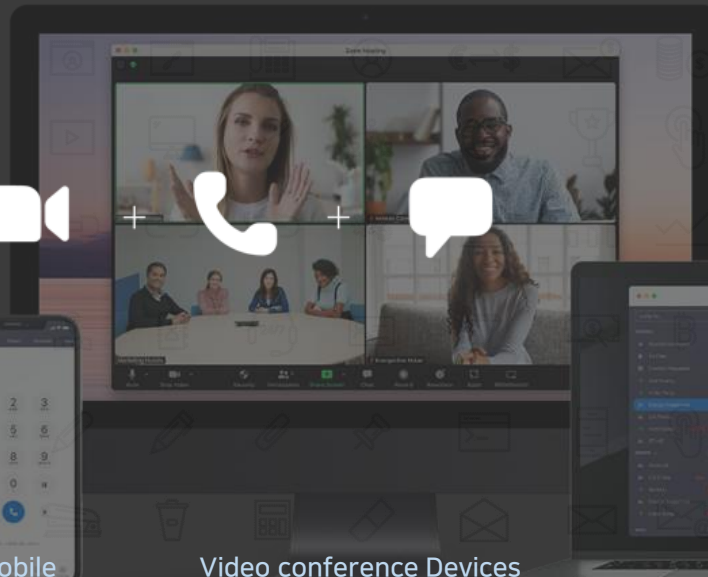Users (2019~)
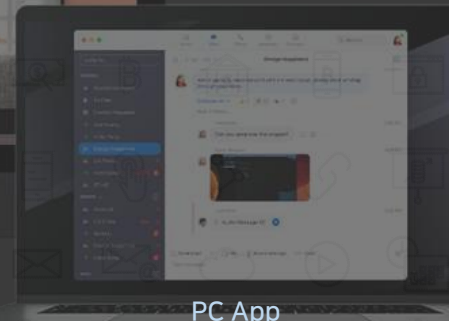
21+
Multilingual support

anytime

any device

ZOOM Phone

AI Companion

Mobile
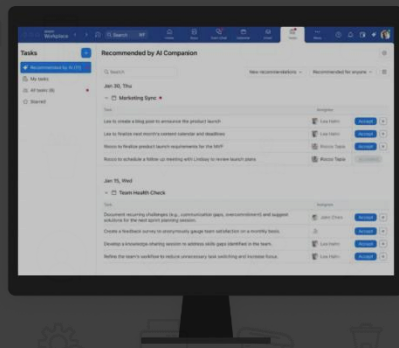(Android/IOS)

Video conference Devices

PC App
(Win/Mac/

IP Phone

Digital Workplace

For frontline workers in manufacturing, accurate and reliable communication is critical.
Zoom Workplace for Frontline is a mobile-optimized unified communication platform built specifically for on-site teams,
with features tailored for shift-based work environments. Powered by AI Companion, it offers smart capabilities
such as automated shift report generation, natural language search, and real-time translation.
With intuitive tools like Today Tab, Shift Tab, and Push-to-Talk, it makes real-time communication and task management easier than ever.

zoom Workplace

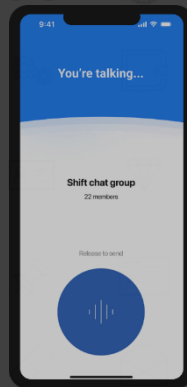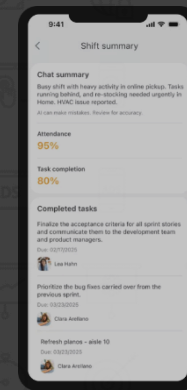| Before Shift	During Shift	After Shift
Shift group setup and task allocation for on-site managers	Tools for on-site workers' communication and information access	Shift result reporting and handover
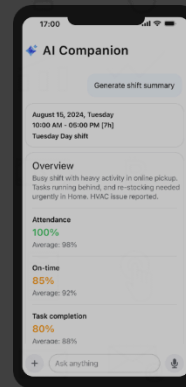
Push-to-Talk   AI Companion   Today Tab

Digital Workplace

With the expansion of remote and hybrid work, secure, flexible video conferencing is now essential for businesses. ECS Telecom's video conferencing solutions are available in both on-premise and cloud-based options, delivering high security through proprietary technology. They seamlessly integrate with customer infrastructure such as HR systems, e-mail, SMS, and KakaoTalk to enhance convenience for both users and administrators. This enables businesses to conduct immersive remote meetings while improving efficiency, saving time, and lowering costs.

On premise

Cloud

Cisco TelePresence
Cisco Webex
Avaya Spaces
Zoom Rooms

Works with a variety of devices for your business

neat.

Jabra GN

Yealink

hp

poly

logitech

cisco

C h e c k   L i s t

- ☐ Conference room (H/W-based codec)
- ☐ Personal meeting (for desktop, S/W based)

- ☐ Meeting reservation
- ☐ Recording

- ☐ Meeting notes (STT integration)
- ☐ MS Teams Calendar integration
- ☐ AV solution (Camera Tracking and Integrated control)

Ecs **T**echnology **a**s **a** **S**ervice

ETaaS (ECS Technology as a Service) consolidates and considers the problems that our customers face and proposes effective and efficient solutions. As a result, ETaaS is a customized service that helps customers succeed by focusing on their core business requirements, needs and demands.

ETaaS
at your service

For the customers business success:

The only custom saas service for contact centers in the industry

ETaaS_saas is not a typical cloud service.

It is ECS Telecom's custom saas service specialized only for contact centers.

✅ Customizing

Provide customized services based on customer needs.

IVR	WEB	Web FAX
Callbot	SMS	EMC
Chatbot	SNS	STT&TTS
e-mail	PBX&CTI	Board
APP	PDS	Statistics

✅ Consultation fee

Charging proceeds based on the goals set in consultation with the customer.

the amount used   Customer Success Level

Fixed vs Fluctuating	☑ Revenue ☑ NPS ☑ Callback rate ☑ ATT ☑ Rate of operation ☑ Response rate ☑ Average response time ☑ Customer satisfaction ☑ CPC

From today, the choice is easy!

ETaaS_saas
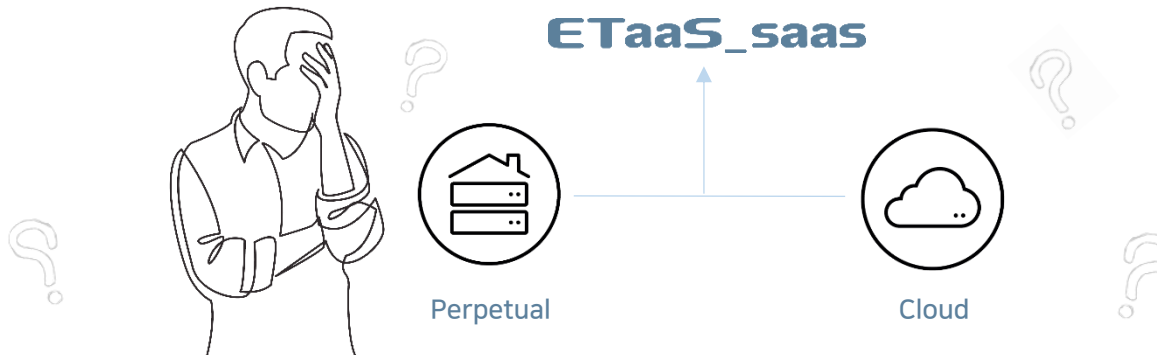
Perpetual   Cloud

ETaaS_saas consists only of the advantages of both perpetual and cloud, and will solve your contact center concerns.

Operational services for the entire call infrastructure system

ETaaS_managed service provides specialized operating services through product support and maintenance, data backup and recovery, network and security consulting, resident personnel and dedicated personnel for overall systems such as call infrastructure and apps.

- ✓ System operation
- ✓ Expert support
- ✓ Service review

Failure response and follow-up management

Technical support for manpower management

Operation support

EMC distribution   ERS interlock

Network   IVR   Record

Server/Infrastructure

Monitoring

Monthly/Quarterly Monitoring Reporting

Source distribution/management

Monitoring

CS-API interlock

External/internal linkage

Application

Information security vulnerability improvement

Asset management

Improvement/modification of functions

Distribute development sources

Service operation management

ETaaS
premium maintenance

For the customers business success: ECS's Premium Maintenance Service

Maintenance services for call infrastructure and IT systems

ETaaS_premium maintenance provides systematic maintenance services through organizations dedicated to call infrastructure and IT systems as a whole. These services include 24/7 help desk operation, failure prevention check, failure measures and reporting, system life cycle management, and more.

✓ Service Level Agreement

SL1

24 x 7
Service dispatched
(within 2 hours)
Monthly on-site inspection
Replacement provided
(within 4-hours)

SL2

24 x 7
Service dispatched
(within 4 hours)
Monthly on-site inspection
Replacement provided(NBD)

SL3

24 x 7
Service dispatched
(within 4 hours)
Quarterly on-site inspection
Replacement provided(NBD)

SL4

8 x 5
Service dispatched
(within 6 hours)
Semi-annual on-site inspection
Replacement provided(NBD)

✓ Service Topping

+ PC Information leak prevention

+ SPM

+ MACD

+ H/W rental

+ UTM lease

+ WebFAX

+ Control service

+ QSR

The most efficient start of IDC operation

ETaaS promises high stability and reliability by providing customized design and differentiated infrastructure management services through IDC, which is directly operated and managed so that customers can focus on their core business and tasks.

- IDC operation
- System access control and management
- Real-time monitoring provision
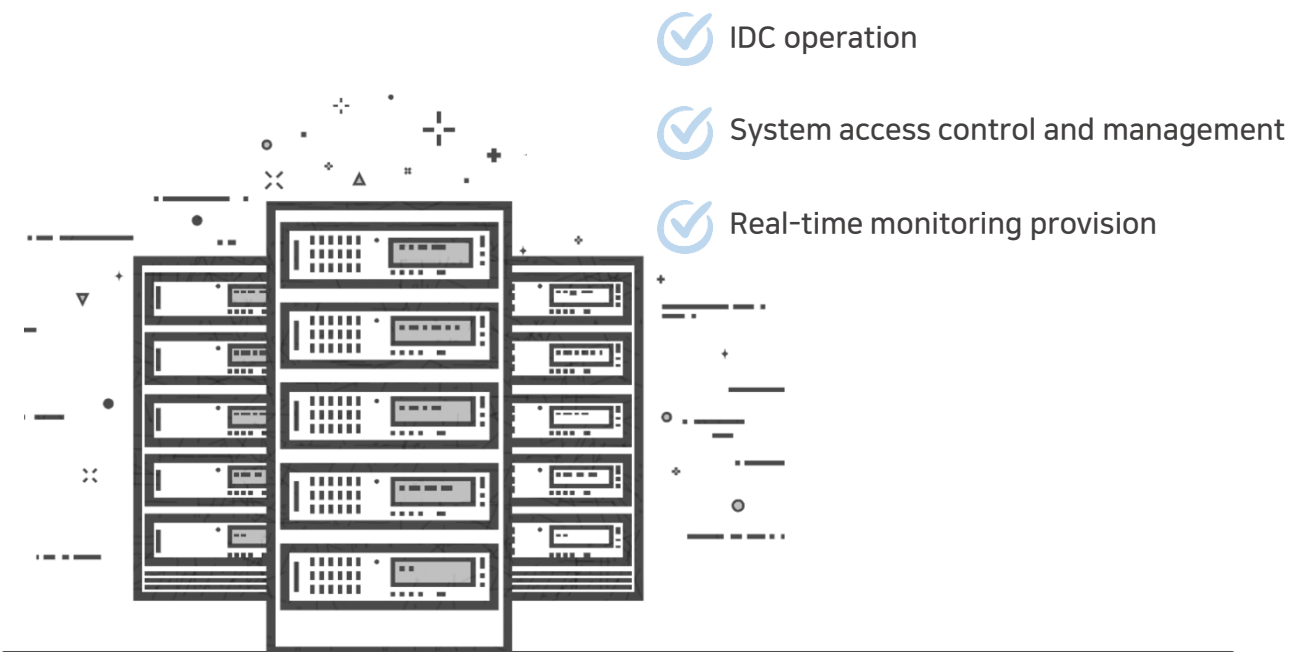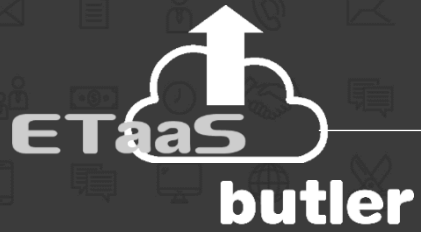
For the customers business success: ECS's All-in-One Premium Resident Service

ETaaS_butler is an integrated premium resident service.
A total of three people, SPM, Infra PM, and Application PM provide integrated services simultaneously in both resident and nonresident forms. This service dramatically reduces countless resources, such as manpower and time consumption in contrast with customers operating their own contact centers.

Application   SPM   Infra
(Service Project Manager)

For the customers business success: ECS's Premium Education Service

ETaaS_training has developed a customized curriculum optimized for your work based on years of practical experience and expertise by professional instructors at ECS Telecom, the No. 1 in the industry. This self-paced curriculum provides a robust, well-rounded education allowing you to acquire professional competency and proficiencies to be applied immediately in the field.

ECS Training Center

- ✓ BASIC Course
- ✓ PREMIUM Course
- ✓ CUSTOM Course
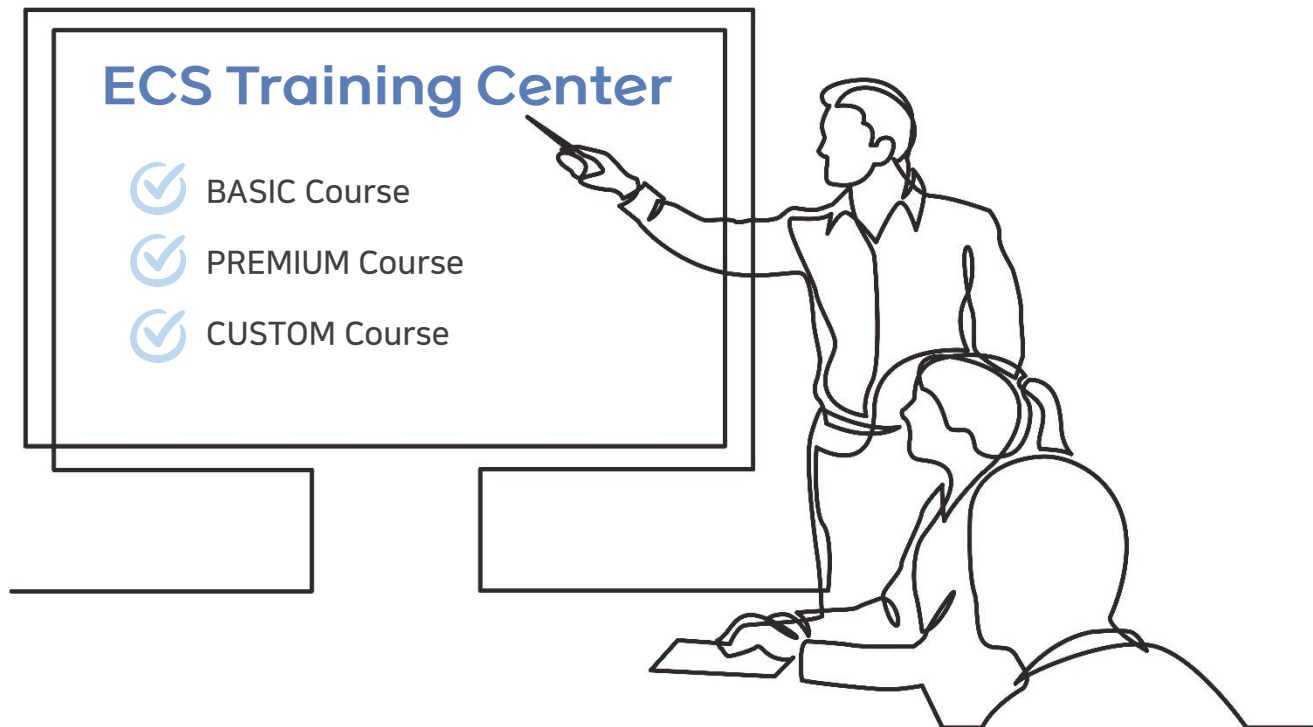
ECS Telecom,

Our internally-developed solutions

Digital ASOptio is a customer-focused omnichannel self-service platform
that unifies phone, chat, e-mail, and web channels to provide a consistent experience.
Customers can complete tasks anytime, 24/7, in a one-stop process; **Agents** can reduce routine inquiries and shorten
handling times; and **Managers** can drive digital channel adoption while enhancing the customer experience.

Digital ASOptio

- Channel Integration
- Two-Way Communication
- Agent Support Service
- Authentication Service
- Customer Journey Analysis
- Call Optimization Guide

고객
24시간 365일 이용
원스탑 업무 처리

상담사
단순문의 상담 감소
상담 시간 단축

관리자
디지털 채널 활성화
고객경험 개선
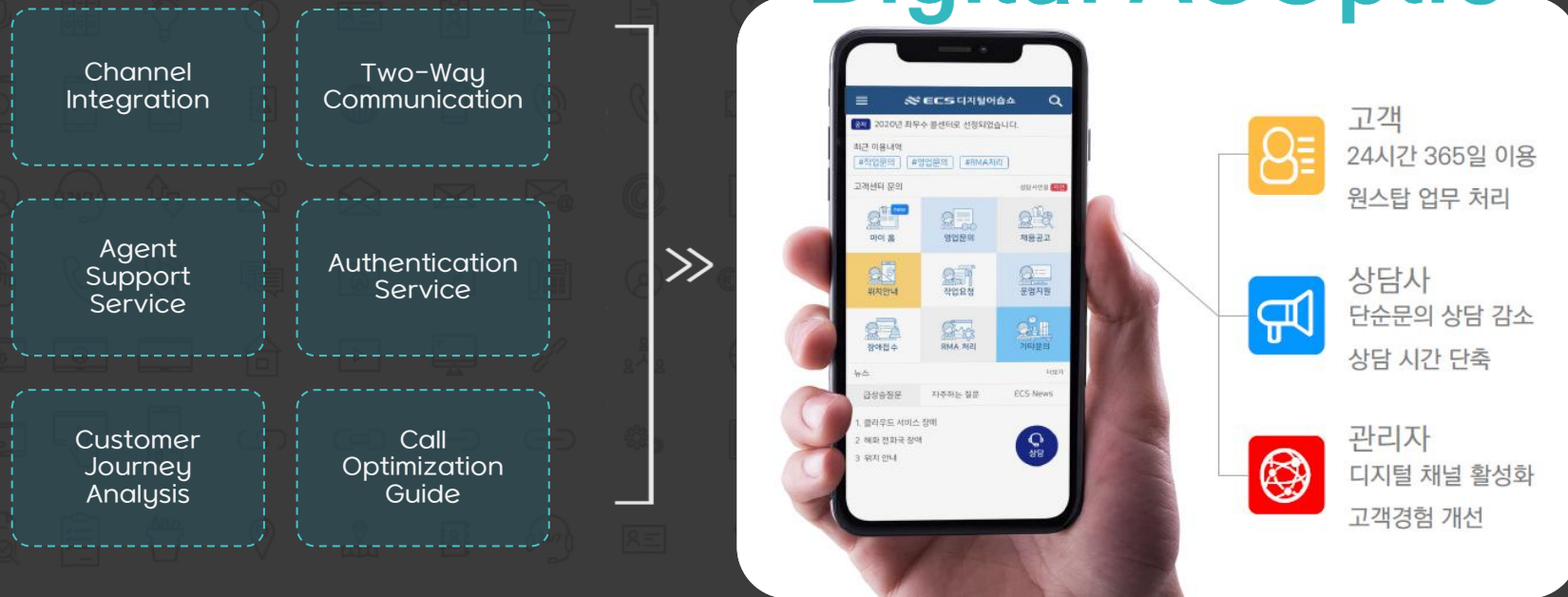
Start of Digital Self-Service
D-Thru
Convenient customer experiences
via web screens

Seamless Channel Integration Hub
D-Relay
System integration
for flexible services

Seamless Transition Connection
D-Link
Expanding self-service
through channel blending

Customer Digital Journey Map
D-Journey
Analytics data
for smarter responses and insights

Digital View Assist

Screen Synchronization Consultation Support Solution

Customers can easily share their screens through a link sent by the agent.
This allows the agent to provide on-screen guidance and,
when necessary, take control to deliver clearer and more effective support.

- ☑ Real-time drawing sharing & visual consultation
- ☑ Call recording
- ☑ Consultation history management
- ☑ Real-time chat and file sharing functions

Digital Engagement

Customer-Centric Service through Experience Analysis

This is a customer-tailored CX advancement solution
that builds a "Customer Experience Hub" through AI-based customer experience analysis,
and leverages it to plan and execute personalized campaigns,
thereby enhancing the utilization of the Digital Aesop Show platform.

- ☑ Event Campaigns
  – Customer surveys
- ☑ Targeted Campaigns
  – Agent satisfaction surveys
- ☑ Automated Campaigns
  – Proactive responses to customer inquiries

Digital ASOptio Add-On

Digital Form

Certificate Self-Issuance System

A solution that uses real-time integration of user-input and system-linked data,
via a mobile page, to automatically generate and issue
requested certificates and documents.

- ☑ Certificate request screen
- ☑ Identity verification
- ☑ Certificate issuance

Digital Editor

Webpage Creation and Editing

Create mobile web pages effortlessly with drag-and-drop—no coding needed.
Update content with a single click and deploy changes in real time or on a scheduled basis.
Enhance your pages with Digital ARS (visual/IVR) features,
including Notification Talk, IVR call transfer, and API integration.

- ☑ Coding No!, Drag & Drop Yes!
- ☑ Easy Editing and Deployment
- ☑ Digital ARS Optimization

ECP (ECS Cloud Portal) is a multi-tenant cloud CX platform developed in-house by ECS Telecom,
integrating the entire contact center operation—from CCaaS management and AI-assisted consultations
to digital self-service—while offering flexible configuration and scalability tailored to each customer's environment.

⪢ ECP

ECS's One-Stop SaaS for Cloud Contact Center Management

Customizable contact center operations:

from integrated management to AI automation — all with a single click.

CCaaS Operation Management

Integrates core functions such as monitoring, analytics, and agent management optimized for each customer's operating environment, maximizing contact center efficiency.

Digital Self-Service

Converts voice channels into digital channels, increasing the rate of self-service by enabling customers to resolve issues on their own enhancing customer experience and reducing support costs.

Connect Service
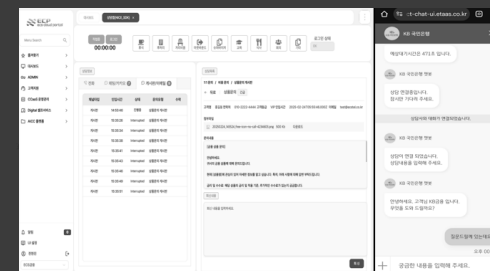
Seamlessly and reliably connects CCaaS with a customer's existing solutions through a unified hub, enabling smooth and stable integration.

ECP-AI
ECS cloud portal AI

Agentic AI-Based SaaS AICC Solution

ECP-AI is a SaaS-based contact center solution built on Agentic AI,

enabling AI to understand customer goals and autonomously plan and execute actions beyond predefined scenarios.

ECP
ecs cloud portal

AICC Platform

Chat Bot	Call Bot	KMS	Advisor
AI Agent Builder	TA/ QA	STT	TTS

ECP
ecs cloud portal

CCaaS Management

- Dashboard
- Monitoring
- Integrated Analytics
- Interaction Management
- Operations Management

NICE CXone

- PBX
- CTI
- IVR
- REC
- PDS

Cloud Services

- Docker/K8S
- Messaging
- Security
- Storage
- Metering
- Tenant
- Logging

- Integrated AI Solution Management
- Optimized UI/UX
- Integrated Knowledge Management

ECS cloud portal

ECP is a cloud-optimized, scalable, and flexible contact center operation platform built on a microservices architecture.

Manager (Center, SV)

Agent (Omnichannel)

Operator (Field, Planning)

Cloud-based All - SaaS & CCaaS

CCaaS

ECP (ECS Cloud Portal)

Continuous Service Enhancement

AICC Platform

Chatbot	Gen AI	KMS
Callbot	Advisor	QA/QC
TA	STT	TTS

Digital Self-Service

ASOPTIO Suite	Connect Channel
ASOPTIO Form	Connect Chat
ASOPTIO Editor	Connect Hub
ASOPTIO ViewAssist	Connect Agent
ASOPTIO Engagement	Connect Campaign

CCaaS Operations Management

Dashboard	Monitoring
Integrated Statistics	Consultation Management
Operations Management	

LLM/ RAG | NAVER HCX | Metaverse | CRM | WFM | Observability

ECS Telecom is continuously conducting research and development to provide solutions that meet customer needs. We establish a convenient and efficient optimal work environment and provide customer success plans through self-developed solutions.

Reduce development costs

Integrated data

Operational efficiency

ESP

ESP (ECS Service Platform) is an operation platform that integrates a variety of ECS Telecom's self-developed solutions optimized for contact centers, allowing customers to select only the solutions they need according to their contact center environment.

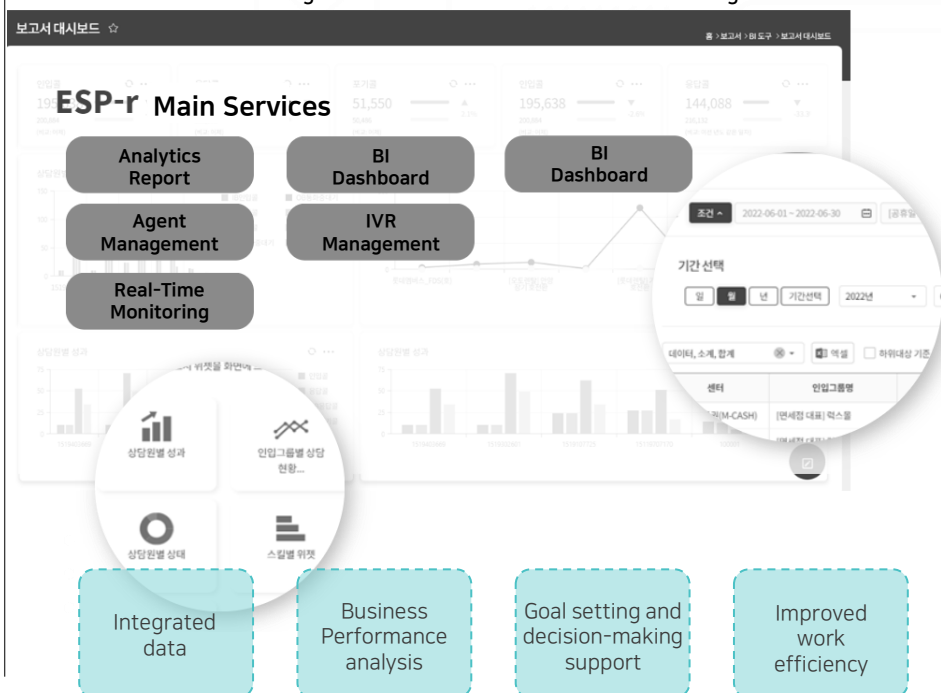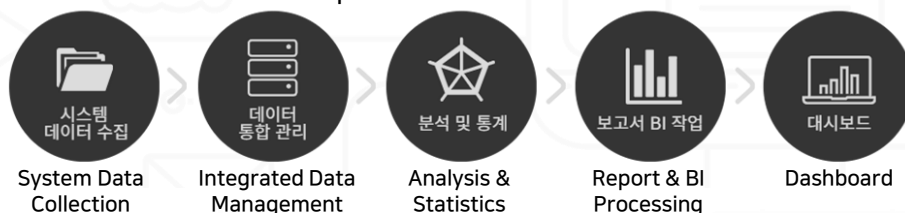| ESP-r	ESP-i	ESP-m	ESP-u	ESP-t	ESP-w	ESP-g	ESP-a
reporting	CTI	multi channel	unified communicator	Telephony	workforce management	gateway	application

ESP-r

IPCC Statistics and Management

ESP-r(reporting) is integrates and manages
various data from distributed contact center systems (CTI, IVR, APP)
and provides reports and real-time monitoring to support
efficient operation of the contact center.

System Data Collection	Integrated Data Management	Analysis & Statistics	Report & BI Processing	Dashboard

ESP-r Main Services

Analytics Report	BI Dashboard	BI Dashboard
Agent Management	IVR Management	
Real-Time Monitoring		

Integrated data	Business Performance analysis	Goal setting and decision-making support	Improved work efficiency

ESP-i

Integration of computer and Phone systems

ESP-i(CTI) is a CTI solution that leverages ECS's 20 years of contact center experience

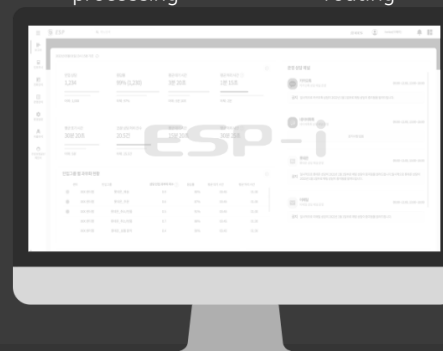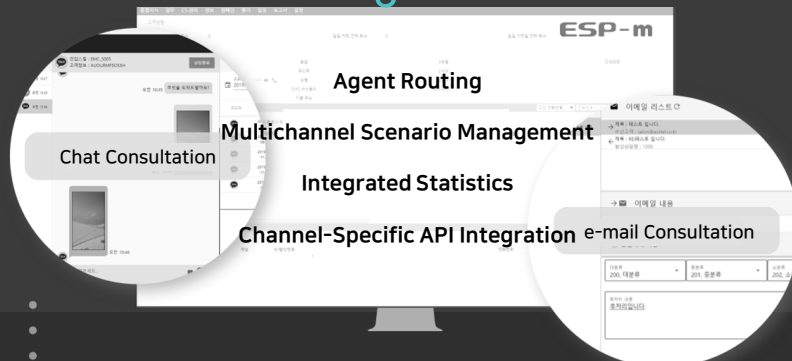| Call event processing	Agent event processing	Multicenter routing	IVR Data linking

- Customer customized skill-based routing
- Exchanger manufacturer certification
- Integrated statistical data
- Light and flexible structure based on Docker/Linux
- Support IVR from various manufacturers

ESP-m

Multichannel statistics and management

ESP-m(multi channel) utilizes IPCC-based telephone consultation contact center infrastructure to provide a multi channel contact center solution that can accommodate various customer channels such as chat, video, SMS, and email.

CTI
Phone

ESP-m
Chat   Video   SMS   e-mail   Board

Multi-channel Agent

Agent Routing

Multichannel Scenario Management

Integrated Statistics

Channel-Specific API Integration

Chat Consultation
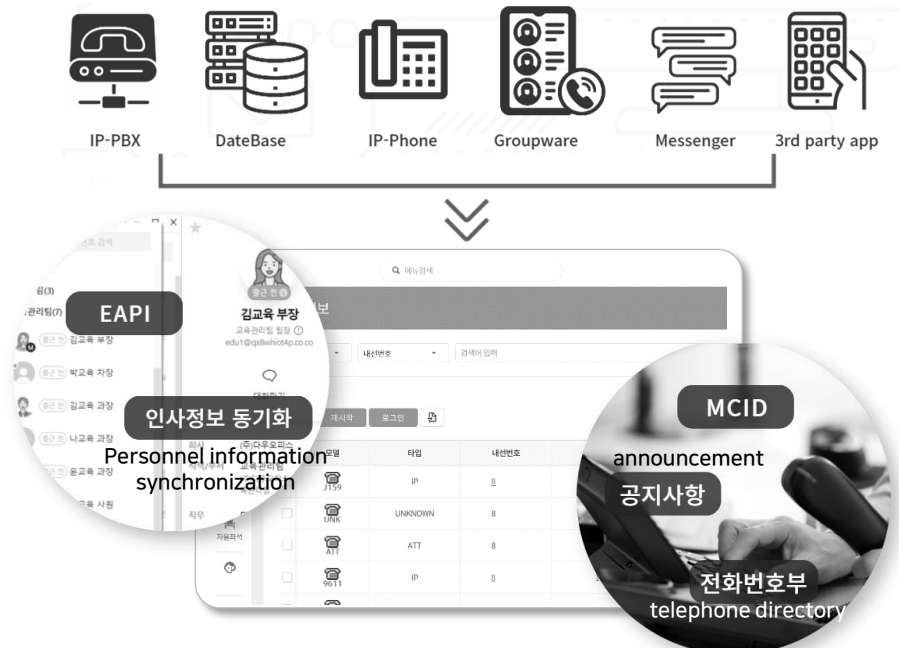
e-mail Consultation

- Closely integrated with the CTI system to unify routing, agent, and channel management.
- Improved productivity and enhanced customer experience through integrated consultation application.
- Provides various data through integrated statistical solutions.

ESP-u

IPT Statistics and Management

ESP-u(unified communicator) is an IP Telephony integrated solution that connects to various IP-PBXs such as Avaya, Cisco, and Ericsson-LG. By linking IP Phone, groupware, and 3rd party systems, we provide IP Phone-based additional services (MCID, announcements, news, etc.) and IPCC-IPT customer data linking.

IP-PBX   DateBase   IP-Phone   Groupware   Messenger   3rd party app

EAPI

인사정보 동기화
Personnel information synchronization

MCID
announcement
공지사항

전화번호부
telephone directory

Provides standardized user interface regardless of exchange function.

Data linkage through contact center system linkage (branch CTI).

Function-specific module design enables stable service provision, providing flexible scalability. Provide IPT operation management service.

5

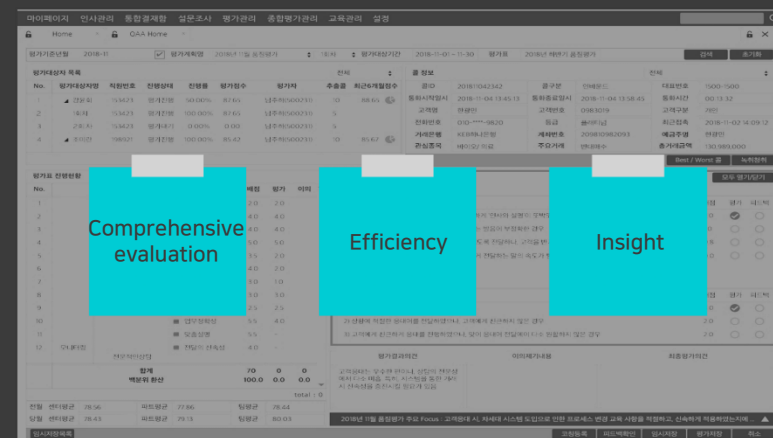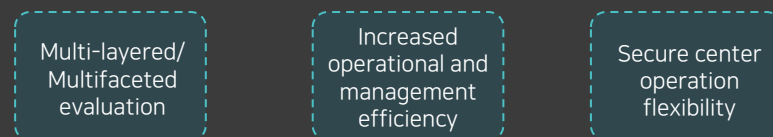## Linkage with CTI and consultation APP
ESP-t

ESP-t(Telephony system) uses systems
such as CTI, ESP-i (ECS CTI), ESP-m (multi channel), IVR,
Record, etc. from global vendors such as Avaya, Cisco and Alvaria.
this is a solution for linking with contact center counseling applications.

IVR Record | **AVAYA AACC** | **CISCO UCCE** | **ALVARIA UIP** | **ESP-i ESP-m**

Agent Application
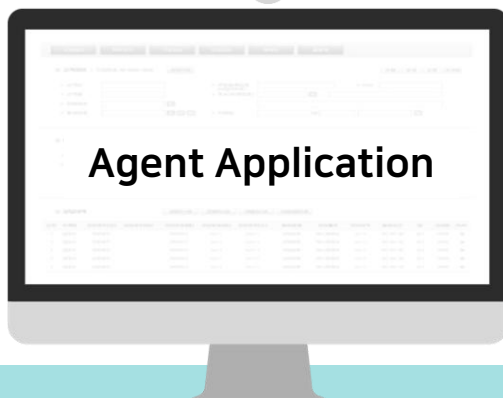
- Web Socket, OCX support
- Personal information encryption and decryption
- Shorten the development period by providing development guides and sample sources
- Simultaneous support of ESP-m(EMC) along with ESP-I (CTI)
- AACC + Avaya POM support

6

Agent evaluation and performance management
ESP-w

ESP-w(workforce management) is a solution that enables continuous provision of higher quality services at the same cost through optimization of counseling resources.
It operates a center by supporting counselor schedule management and systematic training for uniform counseling quality management Increases operational efficiency.

Multi-layered/ Multifaceted evaluation | Increased operational and management efficiency | Secure center operation flexibility

Comprehensive evaluation | Efficiency | Insight

Human Resources Management | Quality Management | Performance Management | Training and testing | Contractor Management

ESP-g

ESP-a

API Gateway Management

ESP-g(gateway) is an API gateway solution that acts as
a mediator between systems that require data linkage
and provides continuous services for data exchange and tracking.

- System Linkage
- Unification of interlocking contacts
- Systematic management
- Flexible message routing

Monitoring

Professional Management

Service Management

Test case

Message Q

Transaction Log

API Processing status

Service Monitoring

Routing plan management

Consultation Application

ESP-a(application) is a plug-and-play counseling application
That allows you to select the desired counseling module,
Apply it to the counselor screen, and install it immediately.
Additionally, you can develop and use only the necessary business functions
using a plug-in method without having to redevelop
of modify the existing system

Plug and play

캠페인   ECS-desktop

멀티채널   KMS

아이드바이저

Easy installation and Immediate use

Provides various Basic plugins

Customer Care

Multi-channel Tool

Integrated history management

Quality Management

Schedule Management

Knowledge Management

Monitoring

Dashboard

Campaign

Statistics&Reports

| Optimal Consultation Solution offer | System design Considering scalability | Convenient UI configuration | Introduction of Integrated channel tools | Simplification of consultation work process |

37

EVM
Video Manager

Video conference reservation management solution

EVM is a product developed to provide the easiest and most convenient environment to use video conferencing.

With an easy and intuitive UI, meeting reservations and attendance are all done within one platform.

Through the S/W Client developed in close integration with Cisco video conferencing, security is strengthened and optimized for businesses.

We provide video conference solutions.

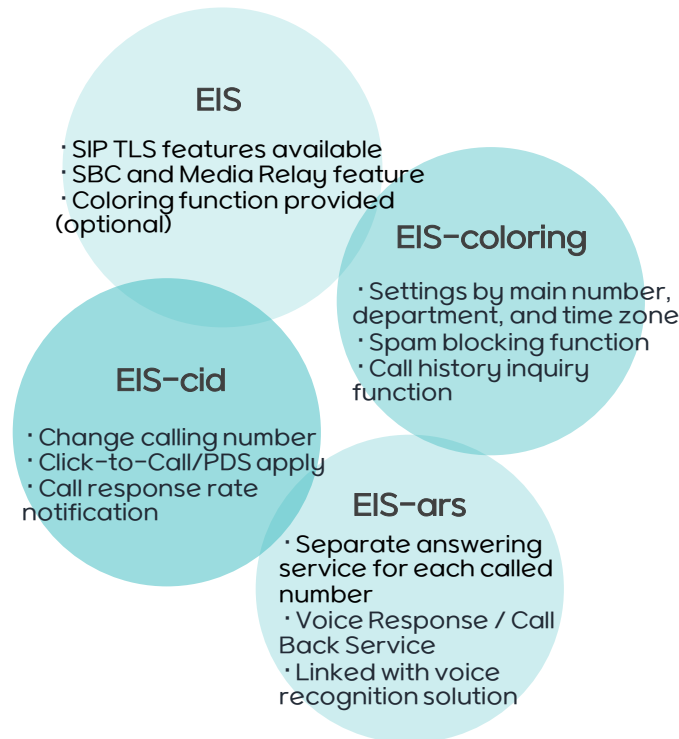|	
One-touch multiconnection	Meeting control and Statistical reporting
Self-development PC and Mobile S/W Client	Passed the National Intelligence Service security screening

EIS
Intelligent SIP

SBC(Session Border Controller) Solution

EIS
· SIP TLS features available
· SBC and Media Relay feature
· Coloring function provided (optional)

EIS-coloring
· Settings by main number, department, and time zone
· Spam blocking function
· Call history inquiry function

EIS-cid
· Change calling number
· Click-to-Call/PDS apply
· Call response rate notification

EIS-ars
· Separate answering service for each called number
· Voice Response / Call Back Service
· Linked with voice recognition solution

EIS is a solution to meet the encryption standards of national agencies and public offices and can build a communication network that is safe from security and hacking.

Coloring function is provided simultaneously with SBC or in standalone from.

In addition, ARS and automatic calling number change service functions are provided in an independent deployment form.

EMS
Management Solution

IT infrastucture integrated management solution

EMS is an integrated IT infrastructure management solution.

We provide monitoring services for network, traffic, and server management as well as IPT/IPCC systems.

In addition, reports related to all monitoring and by providing a dashboard, you can systematically manage tasks such as events and failures that occur in the entire IT system and operating services, providing work efficiency and convenience.

Integrated control	System/ Service dashboard	Detection of missing recordings
Customized SMS	Monitoring in System communication	Monitoring Report
Channel Usage monitoring	Event failure management	

ECS Telecom

Our partners

Partners

CISCO
Cisco Gold Certified Partner
Cisco ATP(Authorized Technology Provider)

NICE
Nice Platinum Partner
Nice Direct Partner

AVAYA
Avaya 1 Tier Reseller Partner
Avaya Diamond Level

ECS PARTNERSHIP

BRIGHT PAT·TERN
Bright Pattern Gold Partner

ZOOM
Zoom Platinum Partner
Zoom Phone & Rooms Certified Integrator
Zoom Phone Deployment Certified Partner

ALVARIA™
Alvaria Platinum Partner
Alvaria Expertise

ECS Telecom

Our customers

Major Clients

	Finance (Banking / Securities / Card / Insurance)	Public Institution	Services & Others
Customer Success	NH농협은행, 삼성생명, SAMSUNG, kakaobank, 우리카드, 하나은행, 라이나생명 A Chubb Company, 롯데캐피탈, OK! 저축은행	h·well 국민건강보험, 우정사업본부 KOREA POST, NPS 국민연금, OBA 행정공제회	Kurly, SPC, yanolja, INTERPARK, 위대한상상, 롯데홈쇼핑, 우아한형제들, 모두투어, SONO HOTELS & RESORTS
Digital Workplace	kakaopay securities, 하나증권, AIA 생명, ShinhanLife, KB, 참! 좋은 은행 IBK기업은행, 삼성증권 SAMSUNG, KDB산업은행	국세청 National Tax Service, 서울교통공사 Seoul Metro, 서울특별시, 공무원연금공단	아시아나항공, KZ 고려아연, PARADISE, DSME 대우조선해양, LG, POSCO, DOOSAN, 하이트진로

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