

# Huawei Industry Communication Product Portfolio



## IPCC

### Solutions

#### IPCC



- Supports access from multiple media channels, including voice, fax, email, and web. The Contacts Routing Server (CRS) routes requests from multiple media channels in a unified manner and allocates the requests to the most appropriate agent or Interactive Voice Response (IVR) flow.
- Provides a wide array of management components in Browser/Server (B/S) structure, including outbound calling system, realtime monitoring system, inspection system, and report system so that management personnel can monitor the running status of a contact center in real time.
- Provides an open platform that supports secondary development and service integration to deliver custom solutions through various interfaces.

#### Omni-Channel Banking



Huawei is dedicated to making innovations and pushing the VTM remote bank to be a multi-channel service center so that customers can use VTMs as well as mobile phones, tablets, PCs, and smart TVs to obtain desired services from remote tellers at anytime and from anywhere.

#### CCE



Huawei releases the cost-effective CCE (Contact Center Express) solution to suit needs of small and medium-sized enterprises which require fast deployment and rollout. The solution provides enterprises with multiple basic functions, including calling agent via voice, automatic IVR, recording, outbound calling, and quality inspection. Huawei CCE solution can be applied in contact centers where are equipped with less than 50 agents. The solution accelerates its provisioning.

#### Government Public Service Hotline



- Government hotline is the portal for smart government
- Government hotline provides centralized public service platform. Along with the emergency platform, it is an important component of the effective city service system. The government hotline also plays an essential role in creating a future-oriented smart city, and building an intelligent city management service platform

### Platform

#### Contacts Routing Server



Intelligent routing platform is the core component in Huawei contact center solution. It supports unified routing for multimedia channels. The platform provide rich second development interface, and users can connecting to contact center with multimedia as video call, email, website, fax, and social media. Enterprise can integrate contact center with their DB, CRM, or other applications.

#### Internet Customer Service



Along with Internet development, customer will not just satisfy simple voice service. Customer hopes using Internet connecting to enterprise. Huawei system can help enterprise to build an online contact center.

#### Automated Experience Portal



Automated experience portal is an Interactive Voice Portal. It can provide 7x24 hours service without agent. Through integration with application system, many incoming calls can be handled by IVR. This can reduce agent workload and agent amount.

#### Proactive Outbound Platform



Traditional contact center is only in charge of inbound calls and used for service consultation and complaints. Contact center which is the bridge between customer and enterprise should provide more outbound functions, like telephone marketing, service quality survey, etc.

#### Performance Optimization Management



- For contact center operation and management, how to let supervisor knows contact center real time situation quickly and rapidly is very important.
- This can let supervisor making rapid response for sudden situation. Huawei provides full series management suits, including voice call record, video call record, agent screen record, record retrieval, quality control, etc. All these products adopt B/S architecture, so it is very easy to use.

### Endpoints

#### Virtual Teller Machine



Huawei partners provide community bank, mobile bank, family bank and handheld terminals, which enables users to deal with over 80% counter services.

#### IP Phone 7900 Series



IP Phone 7910/ 7950

IP Phone 7900 Series are full-featured multi-line phones with excellent user experience. It provides a user-friendly user interface (UI) on a color LCD screen and supports multiple lines of high-quality call services, making it a good choice for enterprise employees.

#### Agent Client Demo



Agent is a uniform interface for agent. Agent can handle voice, email, web, and social media contacts in this uniform tool. It provides OCX and web service interface, which can be used by ISV to develop a uniform multimedia interface as email, website, fax, and social media.

### Automatic Call Distribution

#### U2980



Huawei U2980 is an 'ALL-IN-ONE' ACD platform specifically designed for high-end large enterprise contact centers. Highly compact with PSTN /PLMN/ NGN/IMS oriented architecture, and integrated narrowband & broadband access platform reduces the contact center integration challenges, time-to-market and cost per port.

#### USM



USM (Unified Session Manager) is a voice access platform for Huawei's Contact Center (IPCC) solution. With software-based design, it provides call access, agent phones and media resources for contact center with its strong and flexible networking capabilities.

## Integrated Communication Platform

### Solutions

#### Converged Command & Control Center

Huawei converged command & control center solution is a professional system designed for addressing public security requirements. Focusing on public security command and dispatch, this solution provides an Integrated Communication Platform (ICP) for interconnecting with the industry's mainstream Computer Aided Dispatch (CAD) systems.



#### Emergency Command

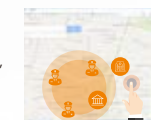
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### Applications

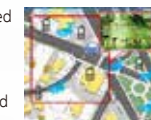
#### CAD

The system consists of six service systems, namely, CAD, multimedia dispatching, incident information analysis, contingency plan, mobile command, and GIS-based command platform systems. External systems are integrated into the ECS system through Huawei ICP. The external systems work with the GIS platform, wired communication system, video application platform, and the emergency resource integration and sharing platform to provide professional service support for service applications.



#### GIS

Provides unified acquisition, storage, management, calculation and analysis of the map data, and various resources are displayed at operators' disposal.



### Platform

#### Multi-channel incident Reception

The incident reception module in the converged command system allows users to report alarms through multiple channels, such as voice or video call, email, SMS message, and mobile application. This module can also receive alarms triggered by the one-click fire alarm system, the video surveillance system, or the intelligent sensor, building up a comprehensive security system.



#### MAX VDM

Centralized video push to the video wall



- Select video sources, including the surveillance, trunking, and videoconferencing systems.
- Then select a video wall and push the selected video sources to the video wall with just one click.

#### Integrated Voice Dispatch

Dispatchers often need to communicate with policemen on various kinds of networks, such as narrowband wireless trunking, broadband wireless trunking, PSTN, intranet, and dedicated conferencing networks. These networks support specific terminals, so dispatchers are forced to use a number of different terminals. However, with the converged communications function provided by the Huawei converged command & control center solution, dispatchers can use the same terminal to communicate with any person on any given network, greatly improving communication efficiency.



#### U2980



In the ICP Converged Command solution, U2980 is deployed in the contact center for PSTN/PLMN/NGN/IMS network access. One board supports 16 E1 interfaces, and each frame is configured with 2 boards.

#### Recording Management

- For large-capacity recording, the system provides unified configuration and management of recording.
- Employs the encrypted documents using standard algorithm.
- Servers offer active/standby redundancy, and load balancing mechanism, which employs multi-level backup and storage of recording documents to ensure the integrity of recorded data.



#### Unified Video Dispatch

Through the ICP, Huawei converged command & control center solution converges video offered by the CAD, video surveillance, Long Term Evolution (LTE), trunking dispatch, and consultation systems. Such a hyper converged video solution is unique in the industry. After this solution is deployed, operators at the command center can dispatch resources, view police status, observe onsite conditions, and push key video to onsite policemen, remote experts, and decision-makers. A panoramic view of the incident scene and visualized decision-making dramatically improve the command and execution efficiency.



#### USM



USM (Unified Session Manager) is a voice access platform for Huawei's Integrated Communication Platform (ICP) solution. With software-based design, it provides call access, session control and media resources for converged command with its strong and flexible networking capabilities.

### Endpoints

#### VSD

Dedicated video scheduling terminal: Supports management and visualized scheduling of surveillance video, broadband cluster video, video conference, mobile video terminal, and IP phones, which pushes the live video to leaders, experts and other participants for their decision-making.



#### ICP console

- ICP integrates voice, SMS, and video on an integrated console. The main functions include scheduling and monitoring modules.
- Scheduling: voice, SMS, and video scheduling and scheduling history;
- Monitoring: Wireless group monitoring, agent monitoring, and other supporting functions while monitoring.



#### Mobile Apps: Video alarm

##### Application Scenarios



- People who are impaired in hearing or speaking need to report alarms.
- Video needs to be transmitted back to the command center, helping dispatchers make accurate decisions.
- Key Features
- Support for 720p
- Open APIs, supported on Android and iOS
- Voice and video recording and playback
- Incident allocation to specific call takers