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
Founding date

213
Employees

76.1%
Ratio of engineers on staff

A+
Credit rating

200+
Customers

918 billion won
Revenue*

25 consecutive years
Financial Profitability

No.1
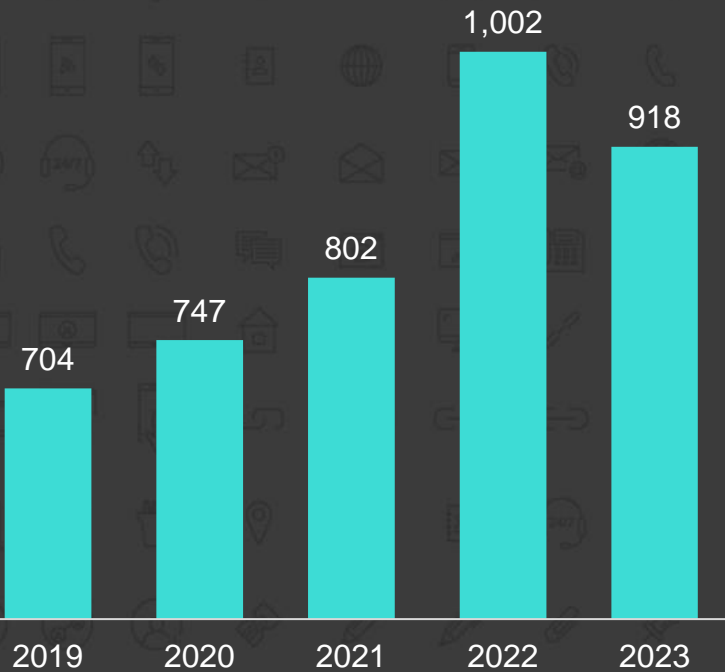Rated in industry / Global vendor partnership

3 consecutive years
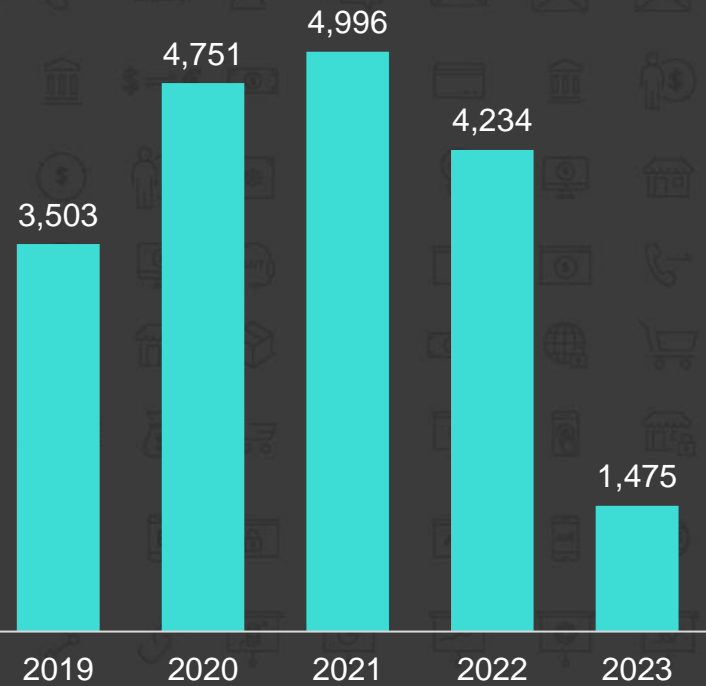Great company to work (2019, 2020, 2021)

Through ECS Numbers

Revenue

[Unit : 100M won]

- 2019: 704
- 2020: 747
- 2021: 802
- 2022: 1,002
- 2023: 918

Profit

[Unit : 1,000K won]

- 2019: 3,503
- 2020: 4,751
- 2021: 4,996
- 2022: 4,234
- 2023: 1,475

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

The System Integration services diagnose the current status and problems of the customer's system, such as CC, UC, Video, Network, etc., and provides system planning, design, construction, and insight services suitable for each customer's work requirements and processes.

| Diagnosis	Analysis	Design	Implementation	Operation	Insight

Customer Success

IPCC (IP Contact Center) provides customized services throughout the customer journey by connecting various multi-channels such as call centers, websites, applications, SNS, e-mails, and chat-based on IP infrastructure. As a result, it can increase the work efficiency of consultants by shortening customer response time while maximizing the customer experience and providing consistent quality service.

App
Voice
PBX
E-mail
Fax
CTI

Inbound

IPCC

Outbound

Video
IVR
Web
Recording
Board
SNS
Chat
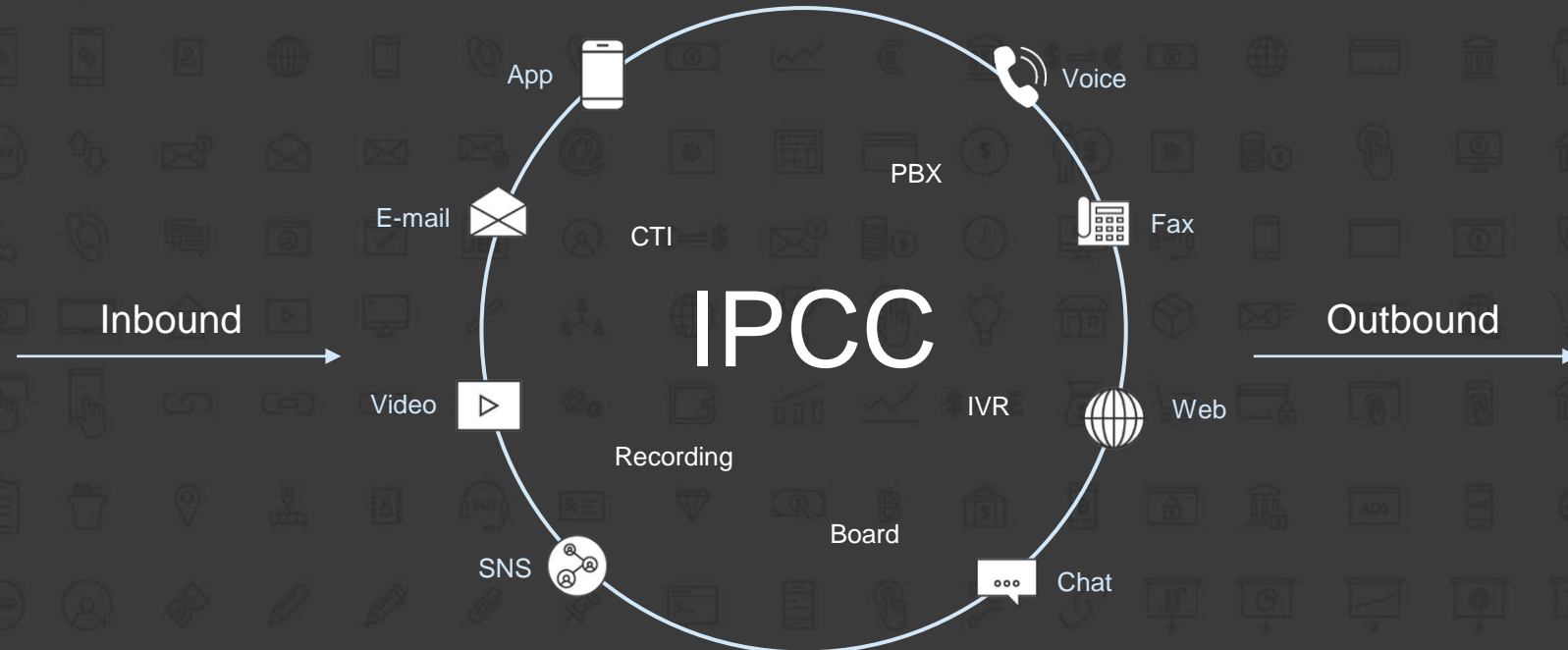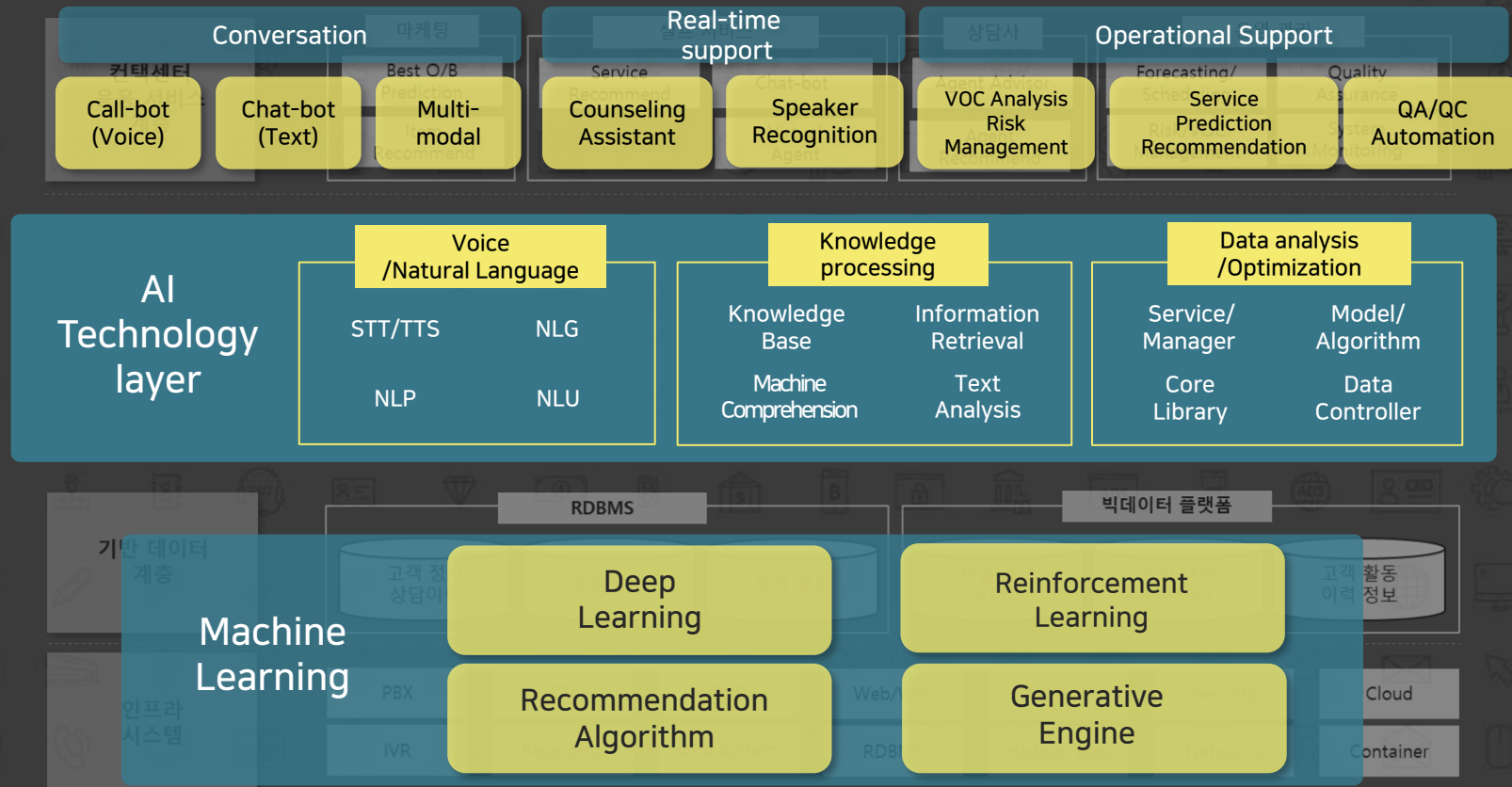
Omnichannel Communication

All-in-one solution based on virtualization.

Customer Success

The AI Contact Center (AICC) is a next-generation intelligent platform that includes a channel integration hub and artificial intelligence-based digital services.
By combining AI technology (STT/TTS, NLU, TA, etc.) with the contact center call infrastructure,
AICC maximizes agent productivity and customer service satisfaction and reduces operating costs.

AICC

AI-based
Conversation
Consultation
Operational
Support

Conversation
- Call-bot (Voice)
- Chat-bot (Text)
- Multi-modal

Real-time support
- Counseling Assistant
- Speaker Recognition

Operational Support
- 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
- Reinforcement Learning
- Recommendation Algorithm
- Generative Engine

9

Customer Success

AI Contact Center

"Accurate" consultation has become possible through voice bots (callbots) that are replacing counselors in AI contact centers, but how can "kindness" be implemented? ECS Telecom has VUI-based voice bot design standards and experience to implement the "friendliness" of voice bots for customer satisfaction. ECS has developed specific voice bot quality evaluation indicators and standards and applied for a BM patent.

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

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Customer Success

With the advancement of AI technology, the need for AI solutions has increased in almost all fields, including callbots, chatbots, and KMS. For customers who want to introduce AI solutions but are burdened by the enormous cost of deployment, ECS Telecom provides 'EPA (ECS Packaged AI)', which can be easily introduced and utilized at low cost, by providing built-in or usage-based ETaaS (ECS Technology as a Service).
EPA basically provides a callbot service that understands natural language through artificial intelligence, and can additionally develop callbots using generative AI.
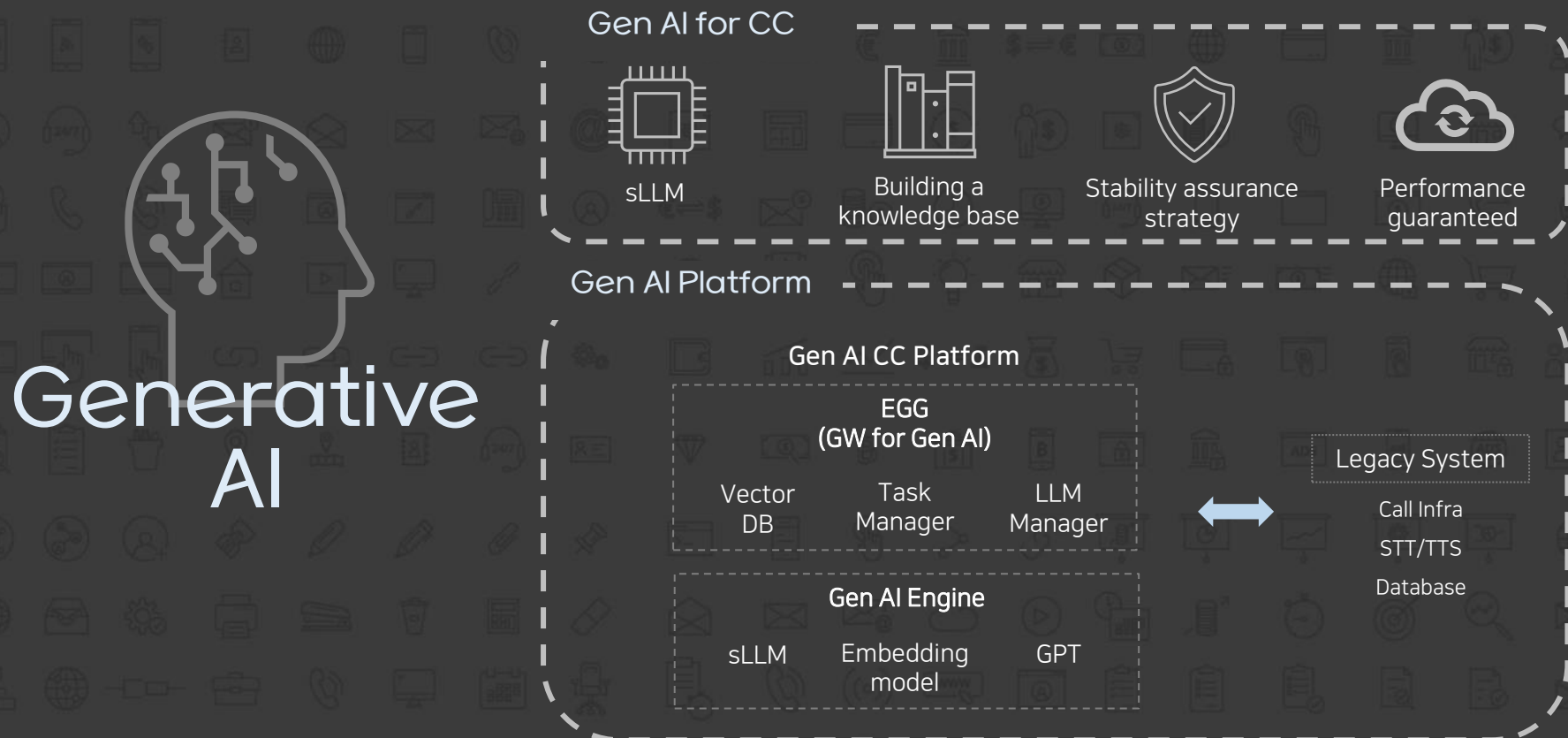
| Low Cost | STT | TTS | NLU | Call-bot G/W | Scenario | STT | Scenario Development |

EPA

ECS Packaged AI

Customer Success

Generative AI is a cutting-edge technology that can maximize the operational efficiency of contact centers and dramatically improve customer experience. Through this technology, automated chatbots understand customer inquiries in natural language, generate and provide answers tailored to the context. Generative AI is also used to provide agents' conversation scripts in real time or to design personalized services tailored to complex customer requirements. Through these technologies, ECS Telecom is improving overall service quality by improving customer response speed and reducing agent workload.
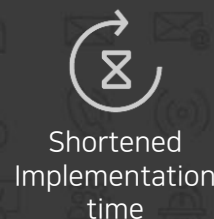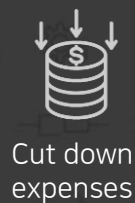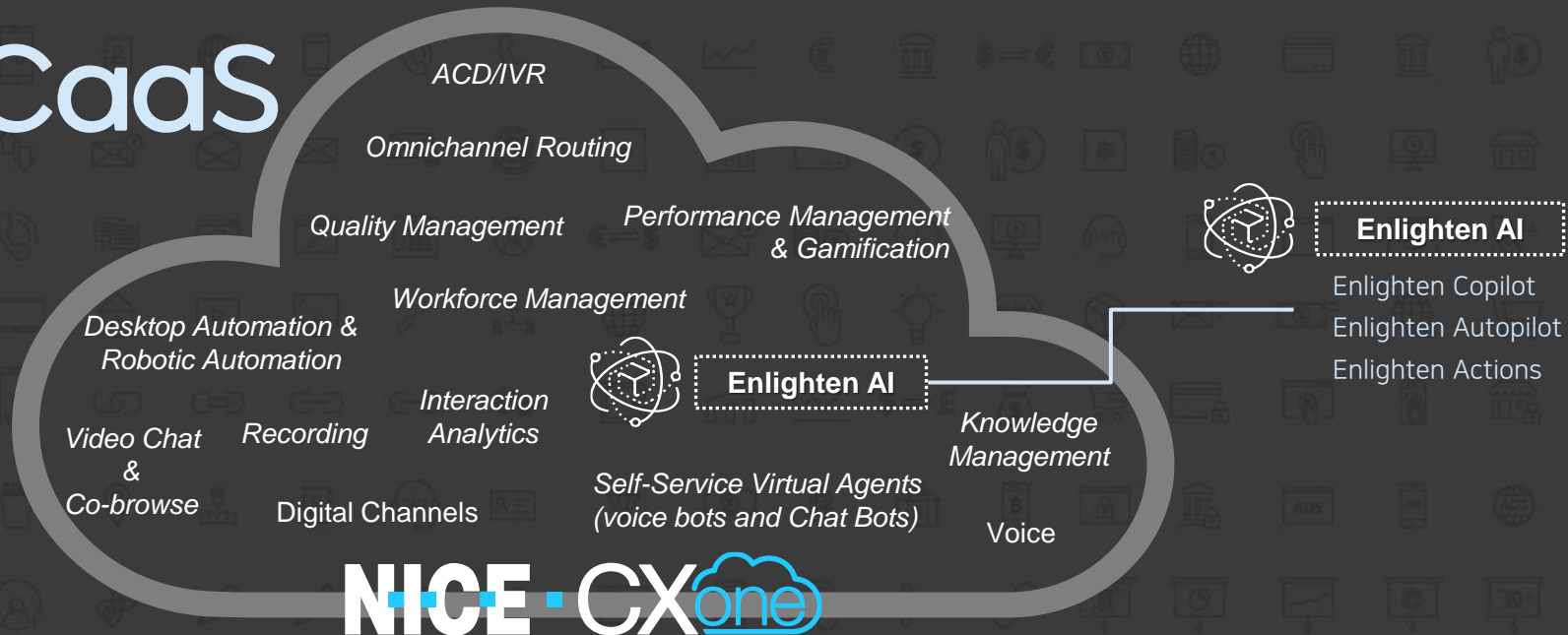
Generative AI

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

CCaaS (Contact Center as a Service) is a cloud-based contact center that allows you to quickly set up and conveniently use all the call systems (IPCC), infrastructure, and various applications required to build a contact center on a cloud platform. Because there is no need to build contact center HW equipment with a CCaaS system, the set up time can be shortened; the scale can be flexibly expanded according to business situations; and the initial and maintenance costs of system implementation, development, and integration can be minimized.

CCaaS

- ACD/IVR
- Omnichannel Routing
- Quality Management
- Performance Management & Gamification
- Workforce Management
- Desktop Automation & Robotic Automation
- Interaction Analytics
- **Enlighten AI**
- Video Chat & Co-browse
- Recording
- Self-Service Virtual Agents (voice bots and Chat Bots)
- Knowledge Management
- Digital Channels
- Voice

Enlighten AI
- Enlighten Copilot
- Enlighten Autopilot
- Enlighten Actions

NICE · CXone

| Cut down expenses | Flexibility to expand | Shortened Implementation time | Increased productivity | Convenient Feature upgrades |

CC for dedicated cloud enables independent and exclusive cloud contact center usage, customized to a specific cloud. As the cloud contact center system is used privately, it offers strong security and the advantage of freely implementing desired features according to customer preferences.

Contact Center

Customizing

Dedicated

Private

Customer

BRIGHT PAT·TERN
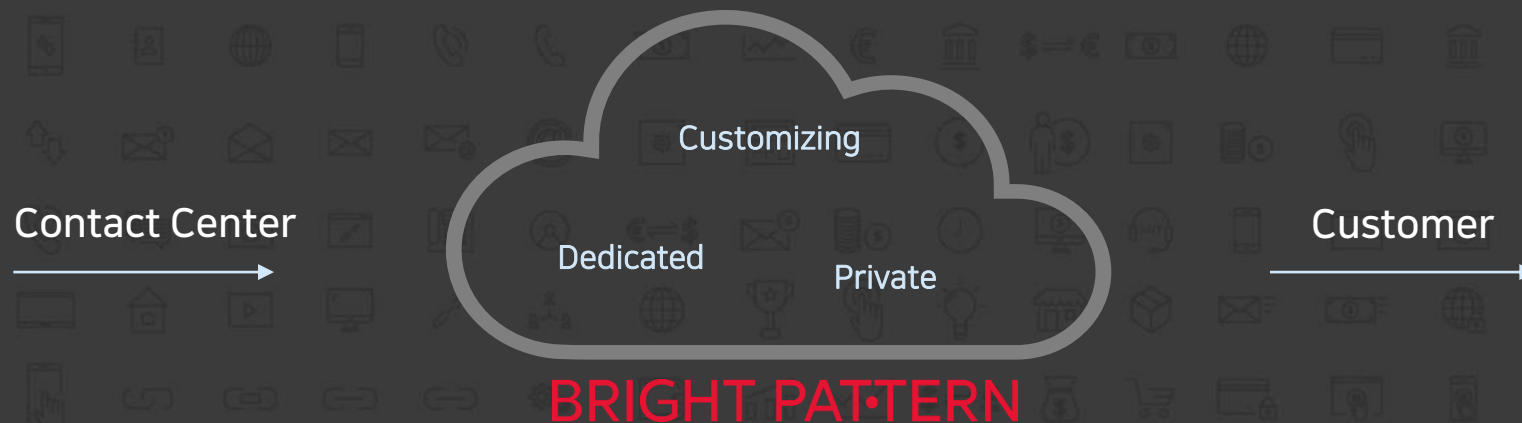
CC for dedicated cloud

High level of security

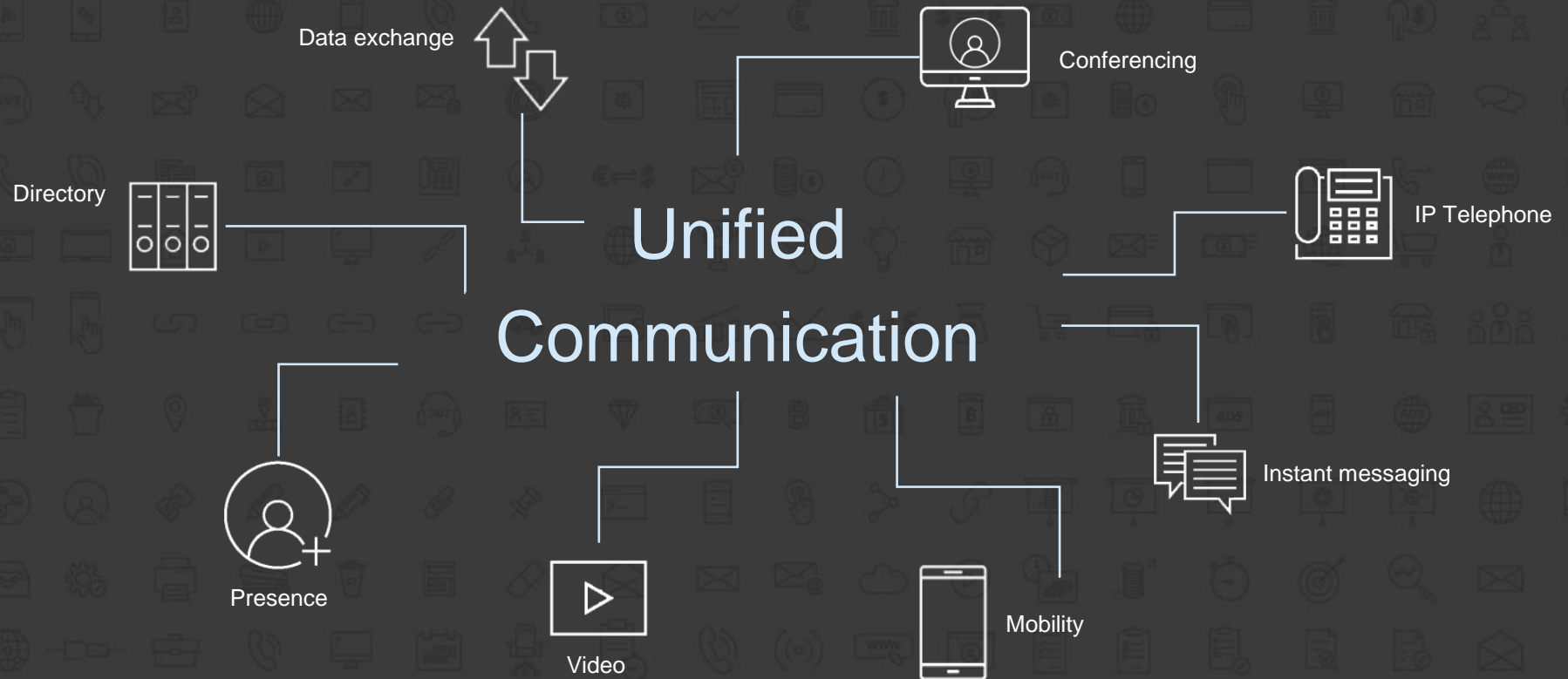Used only by specific organizations.
Direct data processing.

Flexibility

Exclusive use of resources.
Implement all
Desired functions.

Digital Workplace

Unified Communication is a solution that integrates a variety of enterprise communication channels, including voice, video, message, e-mail, web/video conferences, by linking a company's business IP Telephony system with UC applications.

Data exchange

Conferencing

Directory

Unified Communication

IP Telephone

Presence

Instant messaging

Video

Mobility

Digital Workplace

Calling services are moving from on-premise server usage to cloud storage to transform enterprise communication.
ECS offers cloud telephony services that deliver the same quality of service anywhere in the world at an affordable price, helping to reduce communication complexity and allowing you to focus on your business.

Voice Gateway
PSTN
IP-PBX
IP Phone

IPT → SaaS → **Cloud Telephony**

Webex Calling
Zoom Phone

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

Webex Calling is Cisco's next-generation cloud communications solution used by more than 45 million users.
Using integrated apps, it provides a hybrid work environment such as phone calls, messaging, video conferencing,
and webinars remotely, at home, or anywhere in the world regardless of physical location, and flexibly links with various IT resources
Such as Chrome, MS Teams, and MS Azure. This maximized business efficiency.

any device

anytime

anywhere

Webex calling map
  Country in use
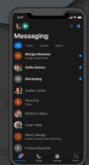
Mobile
(iOS/Android)

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

IP Phone

Video conference
terminal
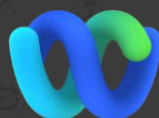
Seoul Data Center

Media Pop

webex
by CISCO

Global

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)

Phone   Cooperation   Meeting

Provide services by selecting necessary functions
according to customer environment

Digital Workplace

Zoom Phone is a cloud-based phone solution that supports flexible and seamless communication anytime, anywhere, and is optimized for hybrid work environments. Zoom AI, an AI companion, provides a variety of functions such as real-time call subtitle creation, call recording summary, next to-do suggestion after call, sending messages during a call, switching meetings during a call, and sharing content. Zoom Phone, designed for user convenience, maximizes business efficiency through an intuitive interface and powerful calling and AI functions.

anywhere

anytime

any device

11+
Data Center
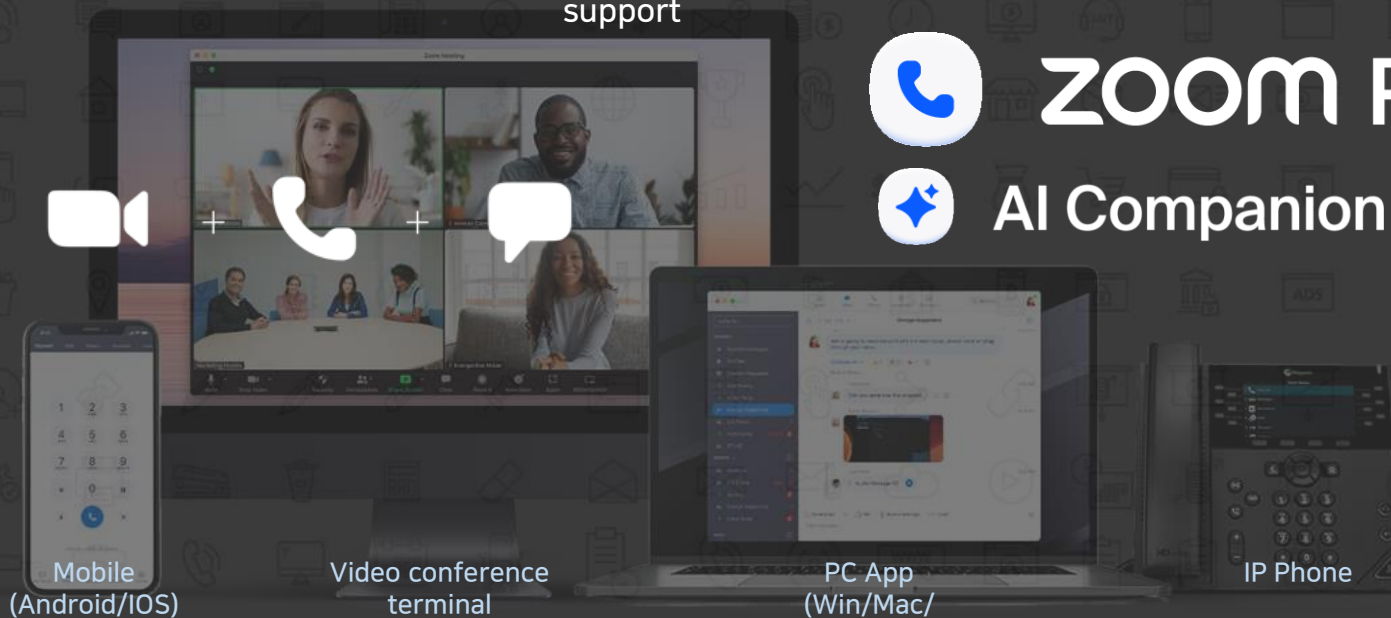
700만명+
Users(2019~)

21+
Multilingual support

ZOOM Phone

AI Companion

Mobile
(Android/IOS)

Video conference
terminal

PC App
(Win/Mac/

IP Phone

Digital Workplace

Video conferencing solutions offer a choice between on-premises and cloud-based options, ensuring security through proprietary development solutions. They also provide convenience for users and administrators by integrating with existing infrastructure (such as personnel information, email, SMS, KakaoTalk, etc.) owned by existing clients.
Video conferencing solutions can be linked with various devices regardless of brand depending on the business environment and work method. The video conferencing solution increases employee collaboration and work efficiency by providing a realistic meeting experience regardless of location.

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

Check List

- ☐ 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 Technology as a Service

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
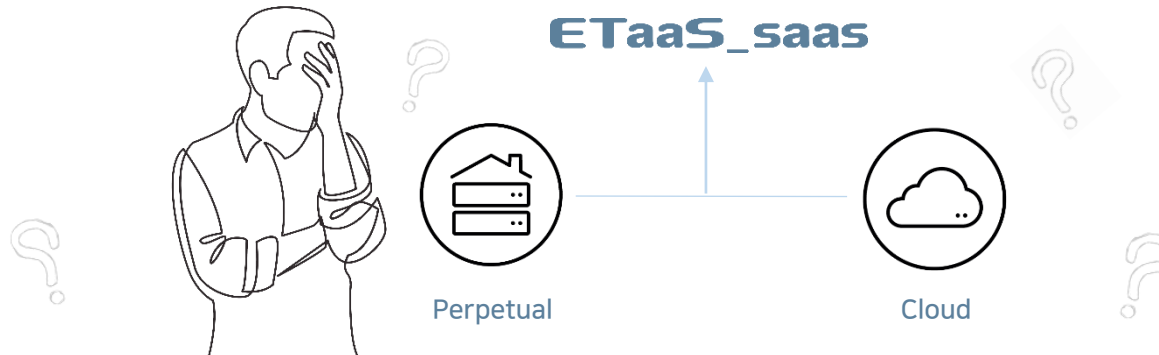
Perpetual

Cloud

ETaaS_saas consists only of the advantages of both perpetual and cloud, and will solve your contact center concerns.
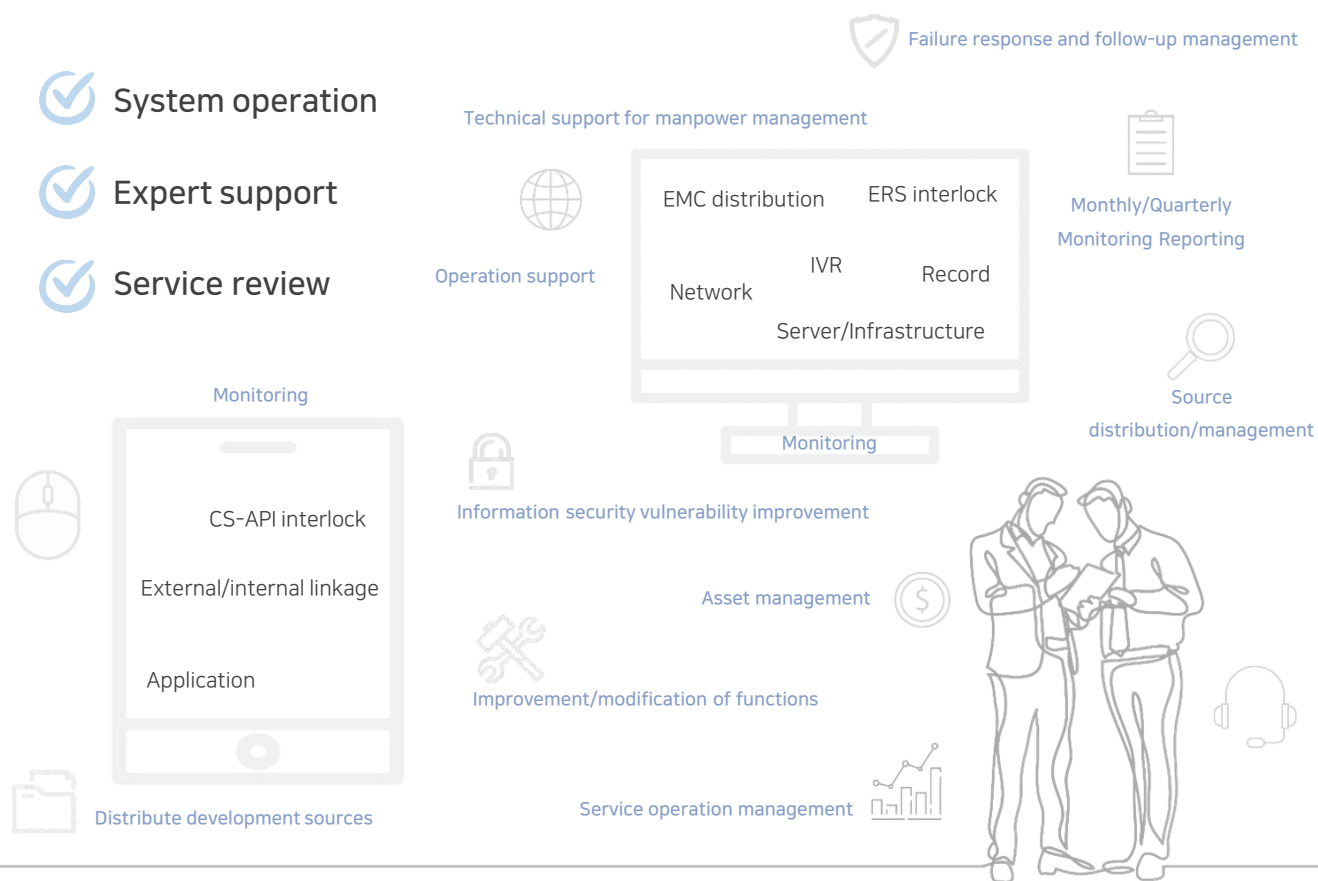
Operational services for the entire call infrastructure system

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.

Failure response and follow-up management

✓ System operation

Technical support for manpower management

✓ Expert support

EMC distribution   ERS interlock

Monthly/Quarterly
Monitoring Reporting

Operation support

IVR   Record

✓ Service review

Network

Server/Infrastructure

Monitoring

Source
distribution/management

Monitoring

CS-API interlock

Information security vulnerability improvement

External/internal linkage

Asset management

Application

Improvement/modification of functions

Distribute development sources

Service operation management

ETaaS
premium maintenance

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	SL2	SL3	SL4
24 x 7	24 x 7	24 x 7	8 x 5
Service dispatched (within 2 hours)	Service dispatched (within 4 hours)	Service dispatched (within 4 hours)	Service dispatched (within 6 hours)
Monthly on-site inspection	Monthly on-site inspection	Quarterly on-site inspection	Semi-annual on-site inspection
Replacement provided (within 4-hours)	Replacement provided(NBD)	Replacement provided(NBD)	Replacement provided(NBD)

✓ Service Topping

+ PC Information leak prevention

+ SPM

+ MACD

+ H/W rental

+ UTM lease

+ WebFAX

+ Control service

+ QSR

Digital ASOptio

Digital Aggregated Service Optimization
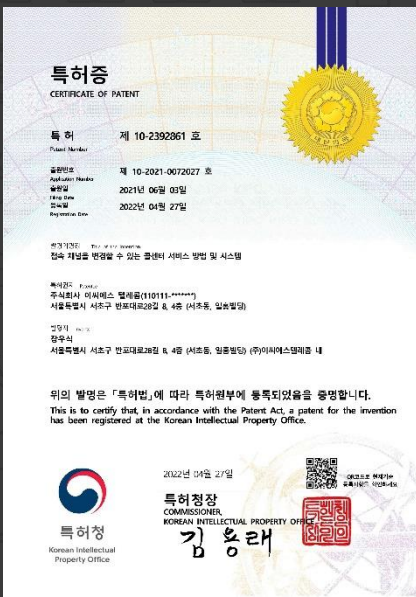
Customer-focused omnichannel self-service

ETaaS_Digital ASOptio provides the best self-service solution from the customer's point of view allowing the customer to have the same experience regardless of the channel of the contact center.

[Digital ASOptio Patent]

특허증
CERTIFICATE OF PATENT

특 허   제 10-2392861 호
Patent Number

출원번호   제 10-2021-0072027 호
Application Number
출원일   2021년 06월 03일
Filing Date
등록일   2022년 04월 27일
Registration Date

발명의 명칭   Title of the Invention
접속 채널을 변경할 수 있는 콜센터 서비스 방법 및 시스템

특허권자   Patentee
주식회사 이씨에스 텔레콤(110111-******)
서울특별시 서초구 반포대로28길 8, 4층 (서초동, 일호빌딩)

발명자   Inventor
서울특별시 서초구 반포대로28길 8, 4층 (서초동, 일호빌딩) (주)이씨에스텔레콤 내

위의 발명은 「특허법」에 따라 특허원부에 등록되었음을 증명합니다.
This is to certify that, in accordance with the Patent Act, a patent for the invention has been registered at the Korean Intellectual Property Office.

2022년 04월 27일

특허청장
COMMISSIONER,
KOREAN INTELLECTUAL PROPERTY OFFICE

특허청
Korean Intellectual
Property Office

- ✓ Channel integration
- ✓ Customer journey analysis
- ✓ Authentication service

- ✓ Two-way communication.
- ✓ Consultation support service
- ✓ Call efficiency guide
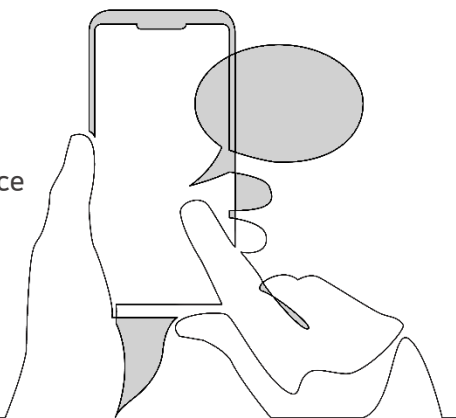
Digital Thru
Convenient customer experience through web screen

Digital Relay
Flexible service provision through linking internal/external systems

Digital Link
Expanding self-service through channel blending

Digital Journey
Responding to triggers and providing insights by providing customer experience analysis data

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
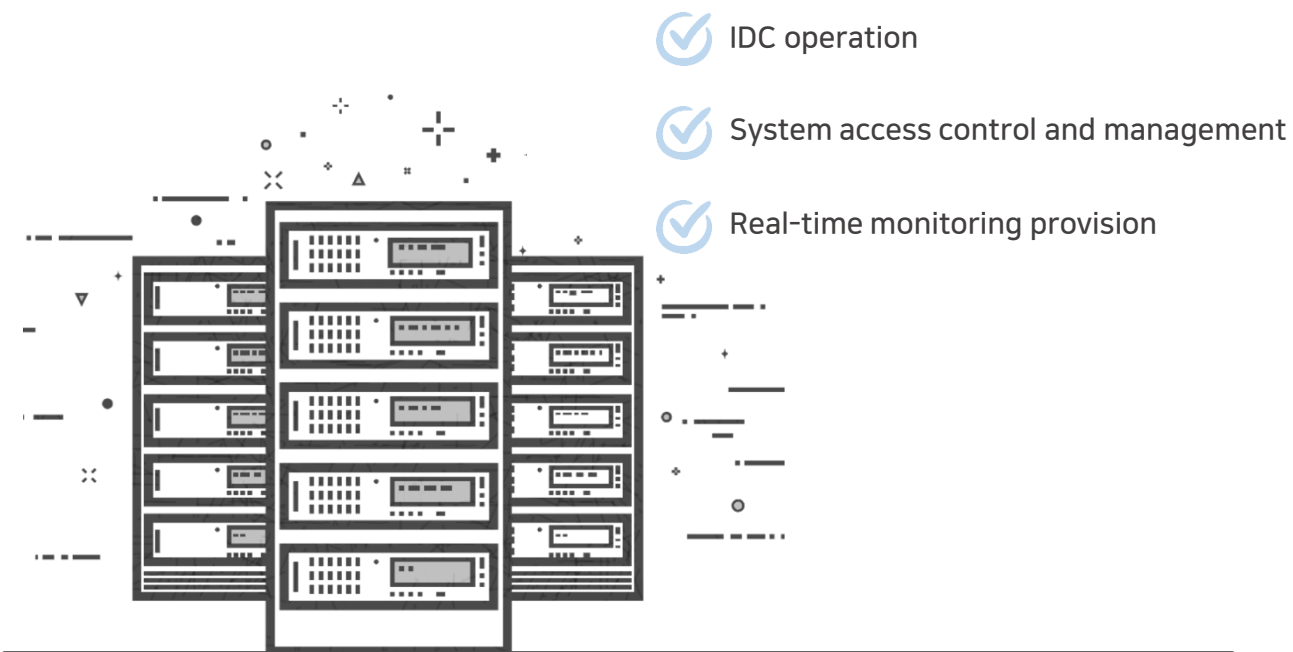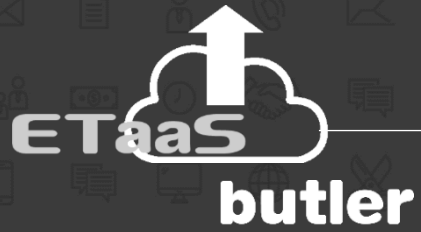
ETaaS butler

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
(Service Project Manager)

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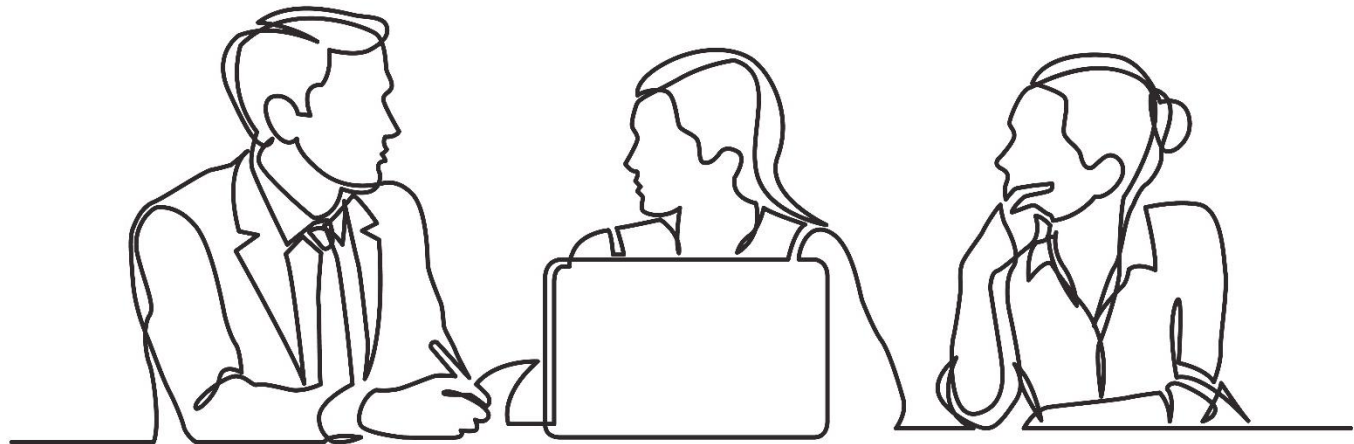
For the customers business success: ECS's Premium Education Service

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
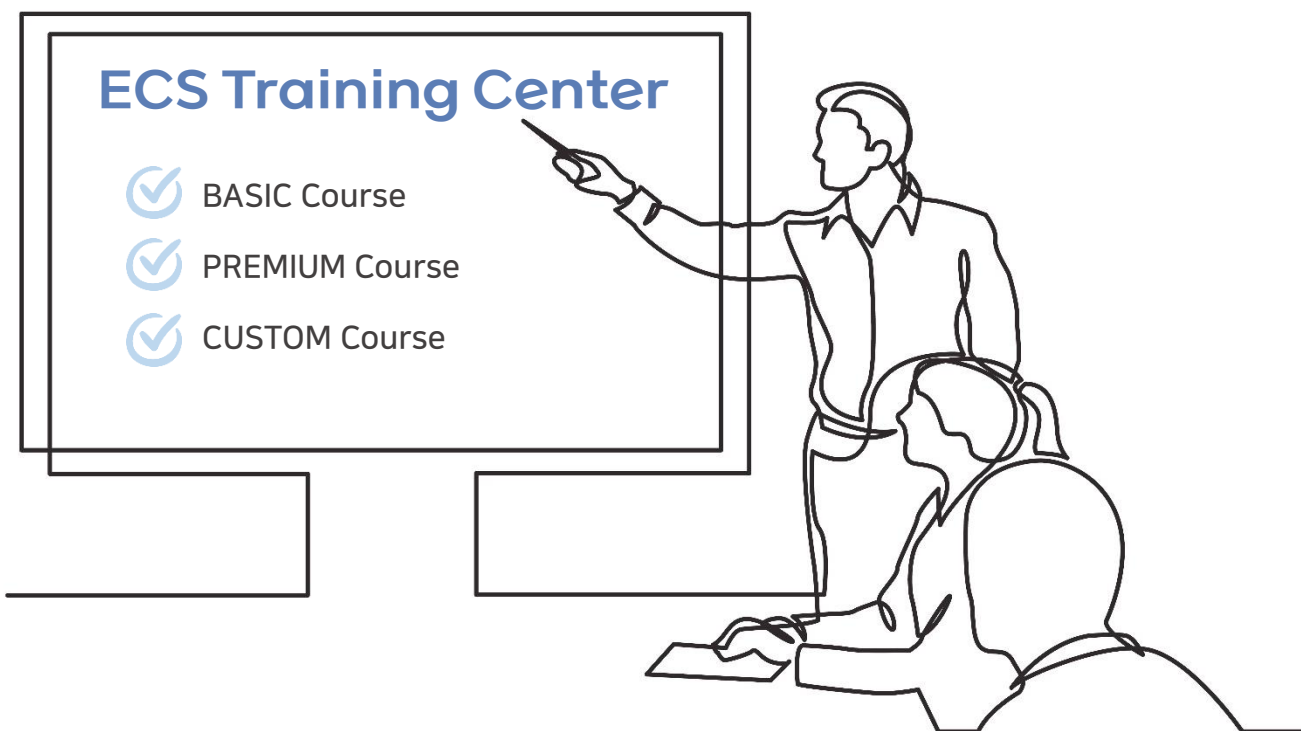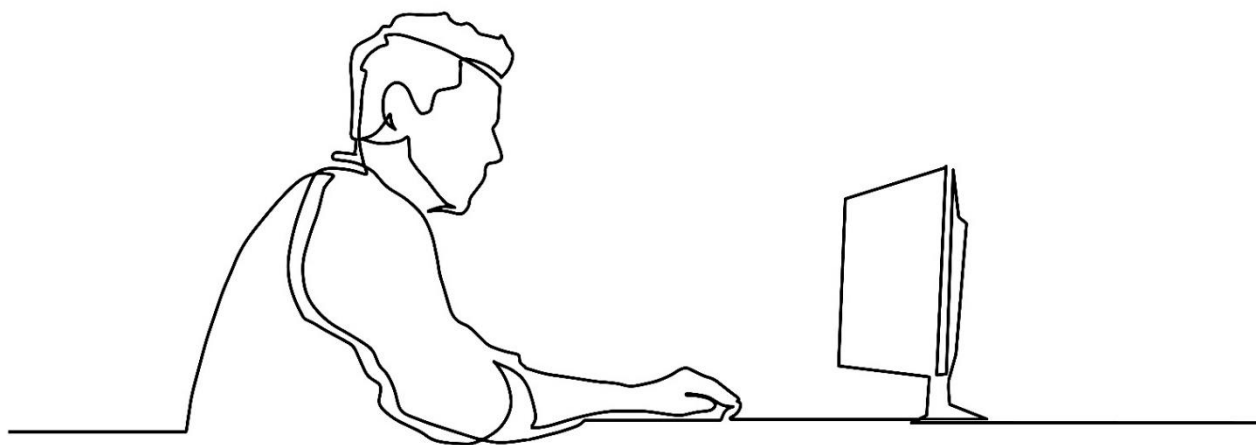
For the customers business success:

ECS's Video conference management portal service

ETaaS_cloud meeting is a portal service for cloud-based video conference management provided only to ECS Telecom's customers.
When registering as a member with Basic or Premium, all tasks related to video conferencing, such as opening a custom video conference, modifying a reservation, participating in a conference, and checking the recording files of past conferences, are available at once by linking with the customer's database.

Specialized video conference

ECS Telecom,

Our internally-developed solutions

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.

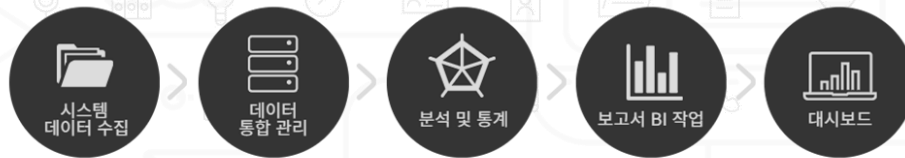| **ESP-r**	**ESP-i**	**ESP-m**	**ESP-u**	**ESP-t**	**ESP-w**	**ESP-g**	**ESP-a**
reporting	CTI	multi channel	unified communicator	Telephony	workforce management	gateway	application

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.

시스템
데이터 수집 > 데이터
통합 관리 > 분석 및 통계 > 보고서 BI 작업 > 대시보드

보고서 대시보드 ☆
홈 > 보고서 > 분류도구 > 보고서 대시보드

ESP-r 주요 서비스

| 통계 보고서 | BI/대시보드 | 보고서 관리 |

| 상담사 관리 | IVR 관리 |

| 실시간 모니터링 |

51,550   195,638   144,088

조건 ^ 2022-06-01 ~ 2022-06-30

기간 선택
일 월 년 기간선택 2022년

데이터, 소계, 합계 × ▾ 엑셀 하위대상 기준

센터   인입그룹명

상담원별 성과   인입그룹별 상담현황...

상담원별 상태   스킬별 위젯

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

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 — 전화

ESP-m

채팅 | 화상 | 문자 (SMS) | 이메일 (@) | 게시판

Multi-channel Agent

ESP-m

상담 배분

멀티채널 시나리오 관리

통합 통계

채널별 API 연계

채팅 상담 화면

이메일 상담 화면

- 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.

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

MCID

공지사항

전화번호부

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.

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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

상담 어플리케이션

- 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

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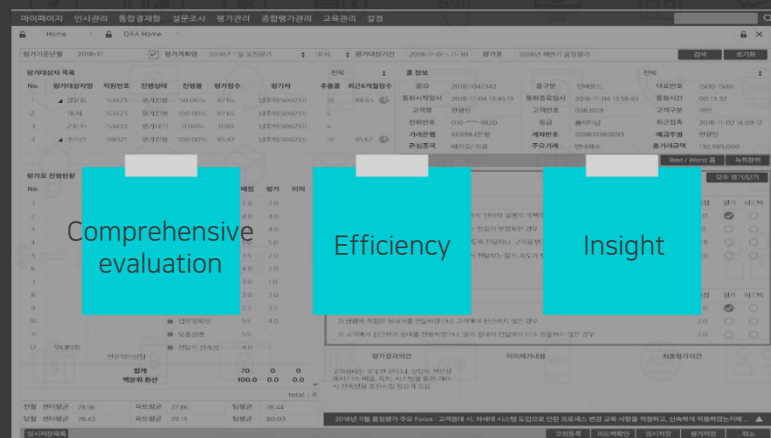## Agent evaluation and performance management

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

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

하루 총 처리건수

전일대비 처리현황

Service Monitoring

Routing plan management

ESP-a

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

아이어드바이저

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

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.

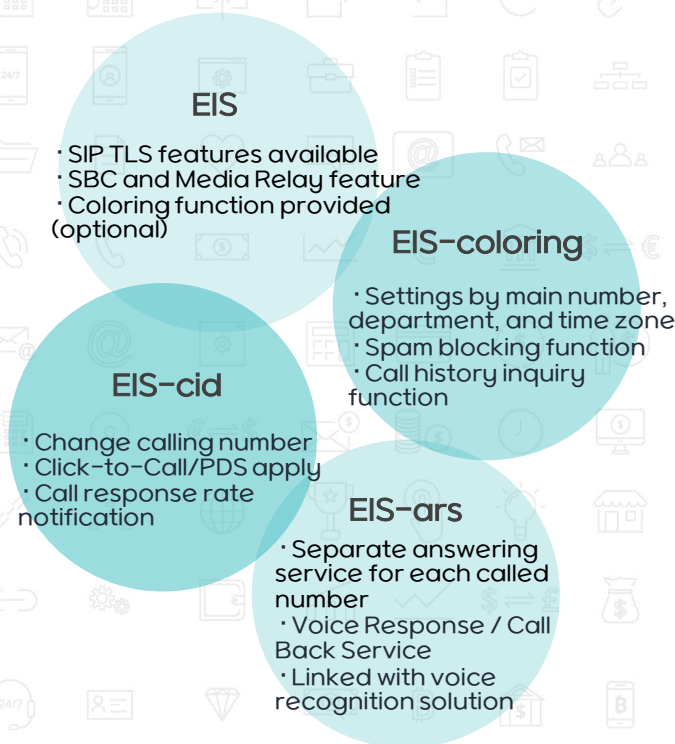|	
One-touch multiconnection	Meeting control and Statistical reporting
Self-development PC and Mobile S/W Client	Passed the National Intelligence Service security screening

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	

Digital Engagement

Customized service through CX analysis

This solution is a customer-tailored CX advancement solution that promotes the activation of the 'Digital ASOptio' platform through AI-based customer experience analysis.

- Provides CX hub
- CX analysis based on AI
- Operation management
- Campaign service Through CX hub
- Outbound activation Through PDS and call-bot integration

Digital ViewAssist

Screen synchronization consultation support solution

This solution allows customers to easily share their screen through a link sent by an agent, and the agent guides directly on the screen and takes over control depending on the situation to provide clearer support.

- Real-time Drawing sharing
- Modular system
- Customer Writing Authority control
- WebSocket Two-way communication
- Consulting and history center

Digital Form

Certification self-issuance system

This is a solution that automatically generates and issues the certification documents requested by the user by combining the data entered by the user through the mobile page and the system-linked data in real time.

- Supports Document Extension conversion
- Drag & Drop Easy form creation
- Real-time Document creation
- Use Original form
- Modular system

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 Direct Partner
Zoom Phone & Rooms Certified Integrator

ALVARIA
Alvaria Platinum Partner
Alvaria Expertise

ECS Telecom

Our customers

대표 고객사

	금융(은행/증권/카드/보험)	공공	서비스 & 기타

Customer Success

금융(은행/증권/카드/보험):
- NH농협은행
- 삼성생명 SAMSUNG
- kakaobank
- 우리카드
- 하나은행
- 라이나생명 A Chubb Company
- 롯데캐피탈
- OK! 저축은행

공공:
- h·well 국민건강보험
- 우정사업본부 KOREA POST
- NPS 국민연금
- 행정공제회 OBA

서비스 & 기타:
- Kurly
- SPC
- yanolja
- INTERPARK
- 위대한상상
- 롯데홈쇼핑
- 무아한형제들
- 모두투어
- SONO HOTELS & RESORTS

Digital Workplace

금융(은행/증권/카드/보험):
- kakaopay securities
- 하나증권
- AIA 생명
- ShinhanLife
- KB
- 참! 좋은 은행 IBK기업은행
- 삼성증권 SAMSUNG
- KDB산업은행

공공:
- 국세청 National Tax Service
- 서울교통공사 Seoul Metro
- 서울특별시
- 공무원연금공단

서비스 & 기타:
- 아시아나항공
- KZ 고려아연
- PARADISE
- DSME 대우조선해양
- LG
- POSCO
- DOOSAN
- 하이트진로

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