

web/net facts

- :: Virus Info: Backdoor Trojan, Trojan & Korgo
- :: Spyware - A Hidden Threat
- :: Top 10 Viruses (9 - 15 July)

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focus

- Communications**
- :: "Snail mail" is here to stay
- Communications**
- :: Menggunakan E-Mel Untuk Komunikasi Perniagaan (bhgn. 2)
- Communications**
- :: Menggunakan E-Mel Untuk Komunikasi Perniagaan (1)

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features

- Critical Security**
- :: If Microsoft says security holes are critical everyone should listen, says Sophos
- Virus Attack**
- :: Hungarian teen sentenced for distributing Magold worm
- Virus Attack**
- :: Experts Warn That 'Scob' Virus Could Lead To Keyboard Logging

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technology

- E-Business**
- :: Portal Agribazaar Adalah Bertepatan Dengan Keperluan Cabaran Petani Masa Kini, PM;
- Net Security**
- :: Juniper Delivers Industry's First Intranet-Ready IPv6 Solution;
- Security**
- :: Corporate Losses From Internet-Based Attacks Average US\$2 Million;

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book

- Charles Wang**
- :: Techno Vision II
- John Naisbitt**
- :: High Tech High Touch
- Alvin Toffler**
- :: War and Anti-War

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Stay Informed

[List all...]

**Envox Asia Launches iPCX, a Homegrown Contact Centre Solution In Europe**

Jaring Internet Magazine  
2004-07-20 13:22

**KUALA LUMPUR** – Envox Sdn Bhd (Envox Asia) has launched the iPCX, a homegrown call and contact centre solution, in Europe through its newly forged partnership with Ascom, a Swiss based international solution supplier. The solution is targeted at mid-to-large contact centres in the pharmaceuticals, hospitality, distribution, manufacturing, health and financial services industries.

In recent years, Europe has seen an increase in business opportunities due to market liberalisation. This in turn has led to growing competition among organisations for greater market share.

As businesses compete to win and retain customers, customer service has emerged as one of the key differentiating factors that makes a successful company. This has led many organisations to realise the importance of contact centre as a business function necessary for delivering high quality customer service.

"According to analysts Datamonitor, the European call and contact centre sector is expected to grow by 24 percent by 2008. We believe the partnership with Ascom, which has a significant presence in most of the key countries in the region as well as a strong track record in the contact centre solutions industry, would serve as a key advantage in the market acceptance and adoption of the iPCX," said Rodney Yap, chief executive officer, Envov Asia.

"As for Envov Asia, the introduction of the iPCX in Europe would further bolster our financial position as it is the only contact centre solution that is designed and built on top of a converged communications platform," claimed Yap.

"This allows it to enhance the customer touch points through its multi-channel capabilities, thus providing seamless & consistent inbound customer interaction as well as highly effective outbound proactive marketing," added Yap.

Envov Asia ([www.envovasia.com](http://www.envovasia.com)) expects its foray into Europe to result in a revenue growth of 200 percent or RM1.7 million for the company this year. Last year the company had achieved a 600 percent revenue growth amounting to RM837,000, following its decision to move beyond technology support.

"Ascom entered into this partnership with Envov Asia as we believe in the potential of the iPCX. Companies in Europe are placing greater focus on technology providers that would enable them to capitalise on the growing convergence between voice and data communications to provide high quality customer service," said Peter Edel, professional services manager, Ascom

([www.ascom.com](http://www.ascom.com)).

Edel added that iPCX meets "a very real market need as it enables enterprises to leverage their customer base through its web-based and multi-channel proactive marketing capabilities, using one platform."

*"The iPCX Contact Centre solution is constructed on an extremely powerful, highly flexible converged communications development platform called Envov Studio. This development platform is a graphic-user interface (GUI) based development platform that enables creation of multimedia messaging applications without writing a single line of code.*

*This allows for a high degree of customisation, thus easily mapping into customers' requirements. Its other key advantage lies in its ability to incorporate new technology, new devices and new standards without the high cost of buying additional modules. The iPCX can be implemented faster, resulting in less disruption to business processes and faster return-on-investment.*

Exhibition at  
[www.card](http://www.card)

\* Envov Asia  
iPCX, a Hor  
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\* Siebel Em  
7.7 to Enh  
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\* Virus Alert  
Bagle.AF

\* Asia Open  
To Promote  
Software Ac

\* Cisco Syst  
Highest Cap  
Router

\* Iomega An  
Versatile Ne  
Integrated 7-  
Reader

\* FISH\*NET  
KLSE Stock  
Investors

\* Bank Islam  
Launch SMS  
Services

\* Priority Act  
to Curb Spar

\* BT and Mic  
to Deliver Re  
Communicat  
Collaborator