

Panasonic Solution Developer Network

Panasonic is offering a PBX partner program (Panasonic Solution Developer Network for Communication Products) to offer integration between Panasonic PBX and 3rd party vendor applications. For the software vendors registered in the program, Panasonic provides the latest technical specification and support to our partners interoperability testing. The 3rd party vendor successfully tested the software product stated in this solution leaflet, in accordance with the 'self-test' specification provided by Panasonic.



Call Accounting Solution

► Type of Business and Merit

- Type of Business: Organizations as Banking, Finance, Insurance, Government, Legal, Healthcare, Education, Telecommunications, Transportation, Telemarketing Centers, etc.
- Merit: Call Accounting (Outbound, Inbound and internal calls), management, telephone traffic reports and statistics. Real time extensions monitoring, integration with external databases.

► Application Name - Partner

cHar utile Business - cHar, Desarrollo de Sistemas SL

► Overview

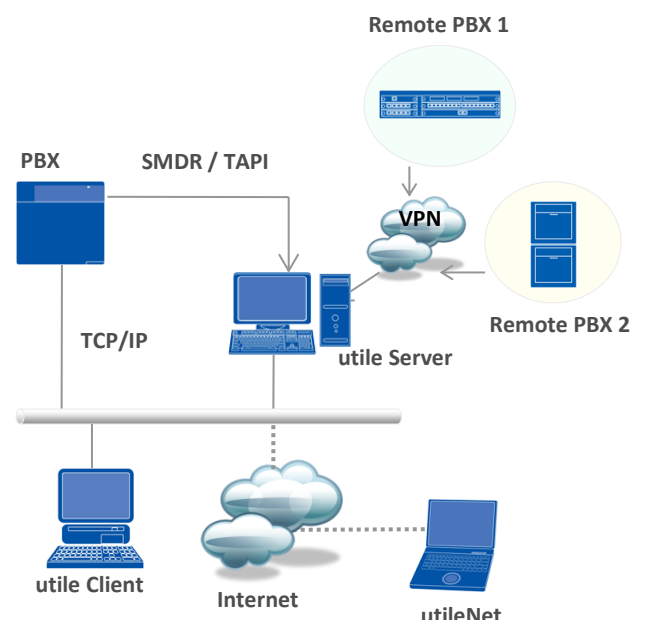
Utile Business is a management software application for call accounting, cost control and phone network optimisation that provides:

- Reports and Statics of all type of calls (Inbound, Outbound and internal).
- Customs reports created by user / reports automatically sent by e-mail.
- Remote access to the main utile application through the local LAN (utile client application) or Internet (by utilenet module, included by default in cHar utile Business solution).
- Real time monitoring of all extensions.
- Sending alerts and alarms by e-mail or screen pop-up messages for user or PBX defined alerts.
- Exports call accounting information (real time) to external customer Database (SQL, Oracle, etc)

► Main Feature

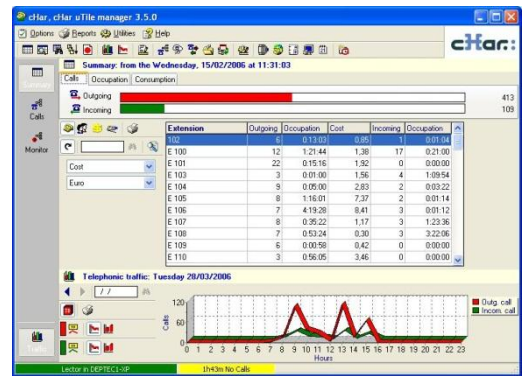
- Call Accounting for inbound, internal and outgoing calls.
- Call cost control, easy price configuration
- Advanced features for call control traffic: Internal calls, No Answered incoming calls (lost calls), Answered Time, Outgoing calls not connected, calls made by user code or business code, etc.
- Special view for agent control (ACD)
- Specific applications to know the calls made and received by each employee
- Remote access to the data by the Internet
- Specific client application for local access to the main Server to obtain reports and monitor extensions

► System Configuration

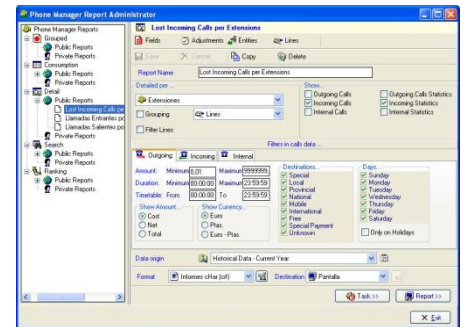


► Features

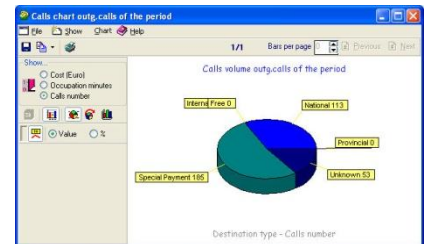
- Integral accounting of company's phone traffic.
- Real time extension monitoring to know the status of each extension (busy, idle, ...).
- Many reports and statics pre-defined and the possibility to be created by the end-user.
- Reports automatically sent by e-mail.
- Integration with contacts (Address Book).
- Multi-site environment: cHar utile allows the connection of several PBX (Panasonic or others PBX manufacturers) located in different geographic locations to manage phone traffic from an unique location.
- Integration with customer's database to export phone records (SQL, Oracle, Sybase, MySQL, ...).
- Specific module to manage alarms and alerts created by the user or reported by the PBX (alerts are sent by e-mail or pop-up messages).
- Agents activity: Control of agents log in / log out states, Queue calls in real-time, agents monitoring, specific reports with agents (ACD groups) activity, ...
- Advanced tools to access the phone calls information remotely by web browser.
- Languages: Spanish, English.



Main utile Business application



Reports configuration



Calls reports

► System Requirements

PBX

Supported PBX	Panasonic KX-TDA 15/30/100/200/600, KX-TDE100/200/600, KX-NCP500/1000 KX-NS1000
Connection	LAN / USB / Serial Port (*) (*) Depends on PBX specifications

Partner Application

OS	Microsoft® Windows Vista® Microsoft® Windows® 2000 Pro / 2000 Server Microsoft® Windows® 2003 Server / 2008 Server Microsoft® Windows® 7 / XP Pro (Allows 32 & 64 bits environments.)
CPU	Pentium® 4 2GHz (or higher)
RAM	1 GB (or higher)
HDD	2 GB (minimum)

► Application Partner Information



Panasonic
Solution
Developer
Network

**Silver
Partner**

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