

Polys Inc. is a Gold Partner of Panasonic Solution Developer Network for Communication Products (PSDN-C).

Panasonic Solution Developer Network for Communication Products

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 brochure, in accordance with the 'self-test' specification provided by Panasonic. Each application supporting the PBXs are listed here http://panasonic.net/pcc/products/pbx/solutions/3rdparty_program/



RECORDING YOUR BUSINESS CALLS BECAME A LOT EASIER



BENEFITS

- Resolving "who said what" disputes
- Staff protection from abuse
- Litigation purposes
- Monitoring staff performance
- Monitoring Customer Care
- Telesales and marketing training
- Share conference calls with business colleagues and partners

Polys **CCRecord Pro** add-on to CCView records on trunk (analog, ISDN, SIP) or extension level (analog, proprietary digital, SIP, proprietary IP). Call recording is an essential medium for training, reducing conflicts and avoid potential liabilities. It protects sensitive data from fraud and leaks by using start/stop recording feature and strong encryption of the conversation, providing tamper resistant recordings.

Call recordings can be easily located by user, date and time, line number, caller ID information, calling name, and more. Extensive call information is provided.

WHY POLTYS CCRECORD PRO ADD-ON TO CCVIEW

Polys CCRecord Pro add-on works seamlessly with CCView.

Polys CCView is the perfect solution for real-time monitoring, live ACD call statistics, call logging, historical call reporting, and dial out notification.

CENTRALIZED MULTI-SITE RECORDING

CCRecord Pro provides centralized call recording for multi-site PBX deployments.

Multi-site recording can be carried out at the trunk and/ or extension levels.

PCI AND FSA COMPLIANCE*

Customers are frequently asked to read their credit card information, Card Verification Value (CVV), and expiry date to operators. As a matter of fact, many organizations deploy call recording solutions, which capture and store all of this sensitive Customer's data.

To address these concerns, companies may no longer store digital recordings that include CVV information if those recordings can be queried. In addition, the recorded information must be encrypted to assure secure access to the designated personnel only.

CCRecord Pro provides start/stop recording feature at operator level that prevents recording of sensitive Customer's data, and strong encryption of all recorded information using industry standard AES128 algorithm.

** Conformance to security standards that refer to processing, storing or transmitting credit card information by merchants*

CCVIEW AT A GLANCE

Polys **CCView** is the perfect solution that gives the ability to track and control Panasonic telephony system usage, helping to make correct decisions.

CCView offers a web interface that is easy to use and access, without installing any application on the user's PC.

REAL-TIME MONITORING gives information about calls in progress - duration, ring time, transfer, hold, overflow, queue, agent status, user status and call monitor/ barge-in.

LIVE ACD STATISTICS brings a quick overview of real-time call statistics, detailed metrics for departments and entire telephone system using the intuitive and customizable dashboards. Threshold alarms can be set on Counters and Timers.



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Panasonic Solution Developer Network
for Communication Products



KEY FEATURES

- Compatible with Panasonic KX-NSX/ NS/ TDE/NCP/ TDA PBX series
- Internal and external call recording
- Record ISDN/ Analog Trunks, SIP Trunks/ Extensions, proprietary MGCP/ Digital Extensions
- Provide strongest reliability by the highest integration with Panasonic telephony systems
- Extensive search and filter criteria to retrieve a call recording
- Strong encryption for legal compliance
- Start/ stop recording for PCI/ FSA compliance
- Multi-level security for playback
- Call recording compression to save storage space
- Built-in archiving functionality
- A call is recorded all the way through its route, even if a caller is put on hold or transferred
- Easily scalable and cost effective, from just a few users to many hundreds
- Any currently installed CCView can be easily upgraded with CCRRecord Pro

CALL LOG provides all the data regarding inbound and outbound calls with advanced searching and filtering capabilities.

REPORTING provides historical data, organized to get the best overall view over the statistics and performance.

It provides a set of predefined reports and the ability to design new reports that will help you to always get the exact data you need.

DIAL OUT NOTIFICATION monitors special numbers and sends automatic alerts directly on the Panasonic phones every time those numbers are dialed out.

For example, if 911 emergency number is dialed, the appropriate staff receives the notification.

DISTRIBUTED BY

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