

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/



GET RID OF ANNOYING WAITING IN QUEUE



KEY FEATURES

- Pure VoIP software solution
- Compatible with Panasonic KX-NSX/ NS/ TDE/ NCP IP-PBX series
- Play estimated waiting time and position in the queue
- Callback the customer on demand while preserving his position in queue
- Connect to the IP-PBX using SIP Extensions and CTI Link
- Provide strongest reliability by the highest integration with Panasonic telephony systems

Polys' **CCQueue Wait Time Announcer** is add-on to CCView.

It informs the caller about the estimated waiting time and position in queue, and provides him with callback option.

Callbacks can do much more than just ease the pain of waiting in queue:

- **Lower abandonment rates** - Reduce customer dissatisfaction and repeat calling
- **Improve the customer experience** - Increase brand loyalty and your bottom line
- **Decrease handle time** - Increase agent efficiency and reduce costs
- **Smooth out volume spikes** - Improve productivity and staffing requirements

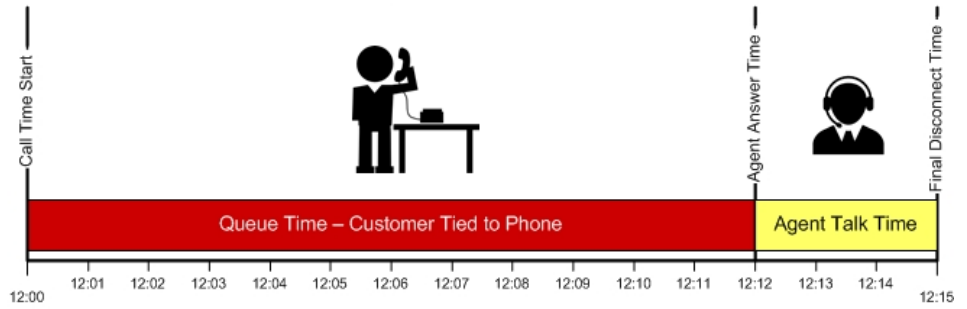
HOW IT WORKS

WITHOUT CCQUEUE WAIT TIME ANNOUNCER

The customer waits in a traditional queue for 12 minutes.

When he's finally connected with an agent, he talks for 3 minutes - but some of that time is spent complaining about his time spent in the queue.

Many customers in this situation would abandon the call before reaching an agent, and retry the call later, resulting in additional telecom costs.

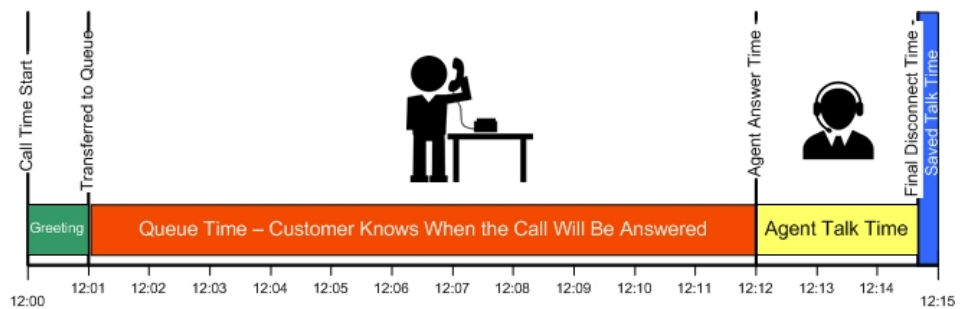


WITH CCQUEUE WAIT TIME ANNOUNCER – Customer chooses to wait in queue

The customer listens to a greeting that informs him of his Estimated Waiting Time and offers him the option of receiving a callback rather than waiting in a queue.

He prefers to remain in the queue, so he is connected with an agent when his turn arrives.

It's unlikely that he will waste time complaining because he was informed of his estimated wait and presented with option for callback. This is indicated with *Saved Talk Time* in blue.



WITH CCQUEUE WAIT TIME ANNOUNCER – Customer chooses to be called back

After entering his phone number, the customer hangs up the phone and Poltys CCWait Time Announcer maintains his position in the queue.

This *Virtual Queue Time* saves telecom charges (because the customer is not on the line) and frees up the customer's valuable time.

The system calls the customer back, greets and transfers him to the next available agent. Since the customer has had a positive experience, he may be less likely to complain about a long wait.



www.poltys.com
sales@poltys.com
support@poltys.com

Panasonic Solution Developer Network
for Communication Products



DISTRIBUTED BY

The above solution is based on written or verbal information received by Panasonic System Networks Co., Ltd. ("Company") from Panasonic Solution Developer Network for Communication Products member companies and may not have been independently verified by Company. Company DISCLAIMS ANY AND ALL PROMISES, REPRESENTATIONS, AND WARRANTIES, EXCEPT AS EXPRESSLY SET FORTH IN THIS DOCUMENT, WITH RESPECT TO INFORMATION FURNISHED TO YOU BY THIS DOCUMENT, INCLUDING THEIR CONDITION; CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION; THE EXISTENCE OF ANY LATENT OR PATENT DEFECTS; AND TITLE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE. Prior specifying any these solutions for a particular application, you should verify the actual functionality of such solution. If you want information about above solution, please contact the above address. Design and specifications are subject to change without notice. The images shown of base unit display and lams are composite images. All trademarks and trade names are those of their respective owners. Your access to this document should not be construed as granting, by implication, estoppel or otherwise, any license or right to use any marks appearing in this document without the prior written consent of Poltys or of the applicable third-party owner thereof. You acknowledge that you do not acquire any ownership rights by printing, or downloading this copyrighted material.

Published by Panasonic System Networks Co., Ltd.