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 Center Solution

Type of Business and Merit


- Merit: Improve Call Center Performance, Measure Service Level Objectives, Measure Agent Performance, Improve customer experience, Monitor simultaneously System, ACD Groups, ACD Extensions, CO Trunks

Application Name - Partner

Communication Assistant ACD Reports Module - Poltys Inc.

Overview

CA ACD Reports Module provides Call Center reporting functionality to Panasonic CA Supervisor.

Main Feature

- Create ACD Reports for Selected Time Range and Group/Agent
  - Time: Day, Week, Month
  - Group/Agent: Single Group/Agent, Multiple Group/Agent

Group Report Statistics

- Total number of calls, Average Answer Time, Overflow Calls, Lost Calls, Max Waiting Time

Agent Status Report Statistics

- Login Time, Not-ready (break) Time, Busy Time, Working After Hours Call Time (wrap-up)

System Configuration
Help Desk Use Case

System Requirement

PBX

<table>
<thead>
<tr>
<th>Supported PBX</th>
<th>Panasonic KX-TDE100/200/600, KX-NCP500/1000, KX-NS1000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection</td>
<td>LAN</td>
</tr>
</tbody>
</table>

Partner Application

<table>
<thead>
<tr>
<th>OS</th>
<th>Microsoft® Windows® XP Professional SP3</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Microsoft® Windows Vista® Business SP1, SP2 (UAC disabled)</td>
</tr>
<tr>
<td></td>
<td>Microsoft® Windows® 7 Professional (UAC disabled)</td>
</tr>
<tr>
<td></td>
<td>Microsoft® Windows® 8, including Pro version (UAC disabled)</td>
</tr>
<tr>
<td>CPU</td>
<td>2.6 GHz Intel Pentium/Celeron processor (or higher)</td>
</tr>
<tr>
<td>RAM</td>
<td>2 GB (or higher)</td>
</tr>
<tr>
<td>HDD</td>
<td>2 GB Minimum (installation)</td>
</tr>
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Application Partner Information

Company Name: Poltys Inc.
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