

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

- Type of Business : Financial Services, Telephone Services, Distribution, Transportation, Manufacturing, Government, Publishing, Healthcare, Utilities, Insurance, Education, Services
- 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

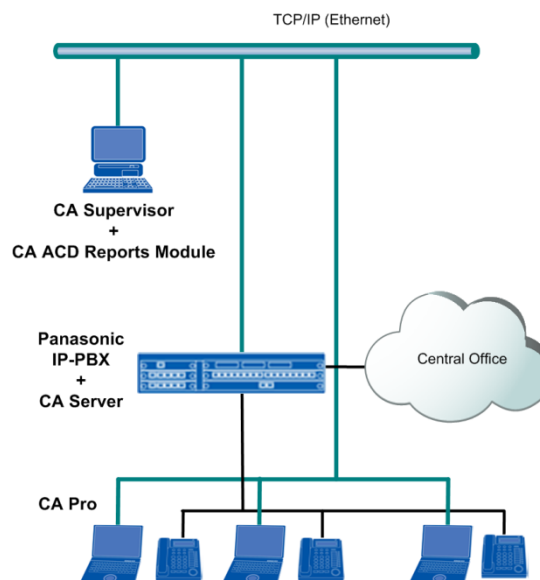
Group Report Statistics

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

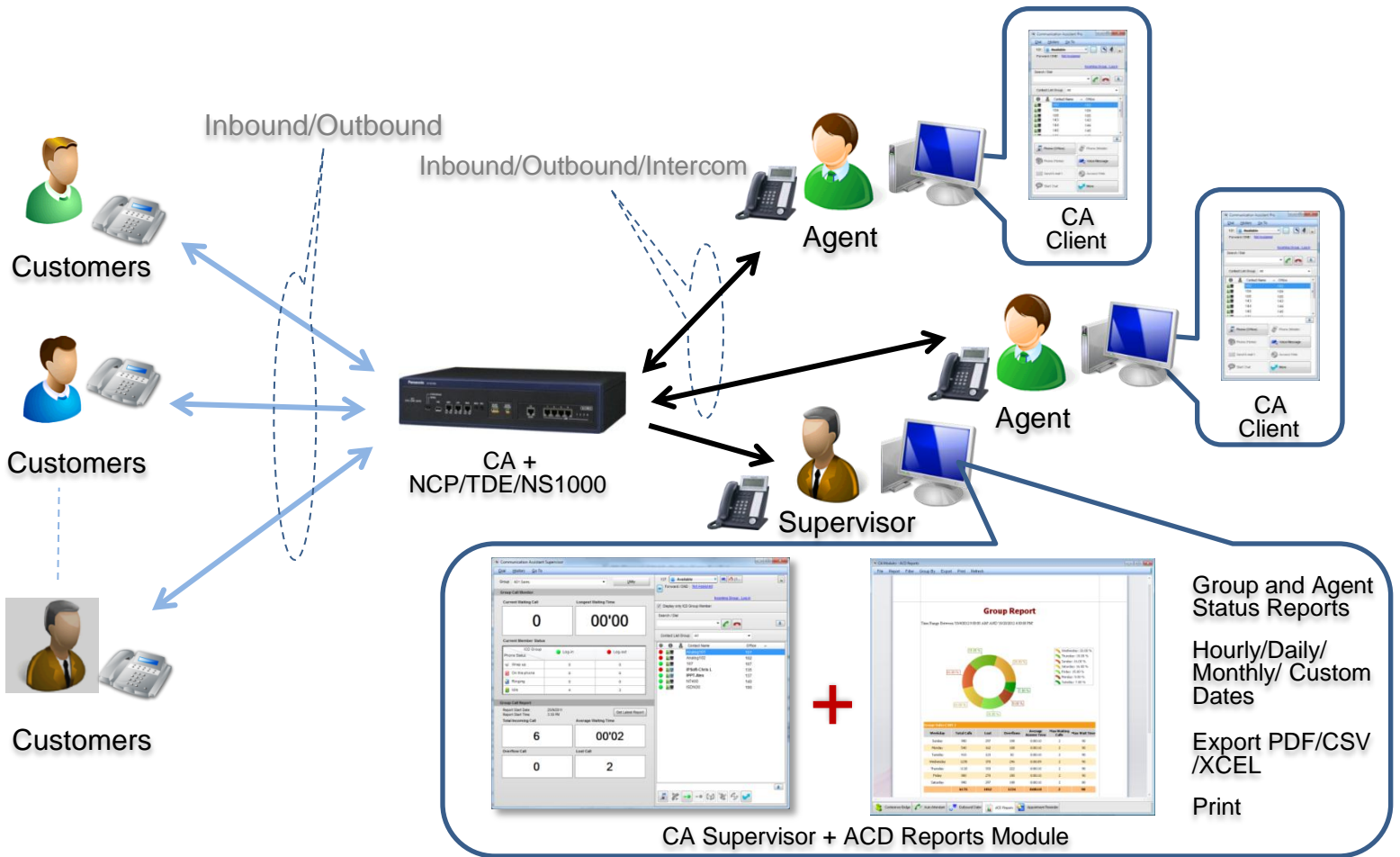
Agent Status Report Statistics

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

► System Configuration



▶ Help Desk Use Case



▶ System Requirement

PBX

Supported PBX	Panasonic KX-TDE100/200/600, KX-NCP500/1000, KX-NS1000
Connection	LAN

Partner Application

OS	Microsoft® Windows® XP Professional SP3 Microsoft® Windows Vista® Business SP1, SP2 (UAC disabled) Microsoft® Windows® 7 Professional (UAC disabled) Microsoft® Windows® 8, including Pro version (UAC disabled)
CPU	2.6 GHz Intel Pentium/Celeron processor (or higher)
RAM	2 GB (or higher)
HDD	2 GB Minimum (installation)

▶ Application Partner Information



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