

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 : Collections Agencies, Patient Check-Up, Appointment Confirmation (small volume of calls), Lead Generation, Telemarketing, Political Campaigns
- Merit : Significantly improve call center productivity, agents spend more time talking than dialing, enhance customer service and increases customer satisfaction, speed up response times, increase productivity and reduces costs

► Application Name - Partner

Communication Assistant Outbound Dialer Module - Poltys Inc.

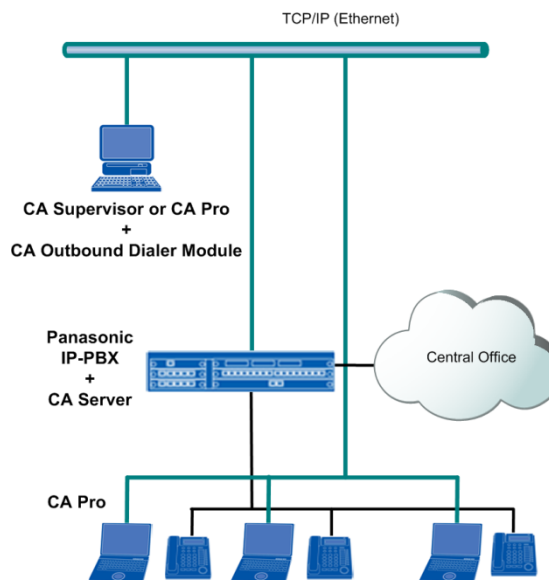
► Overview

CA Outbound Dialer Module automatically places calls to a predefined list of phone numbers and connects the called person to the appropriate agent as soon as the call gets connected.

► Main Feature

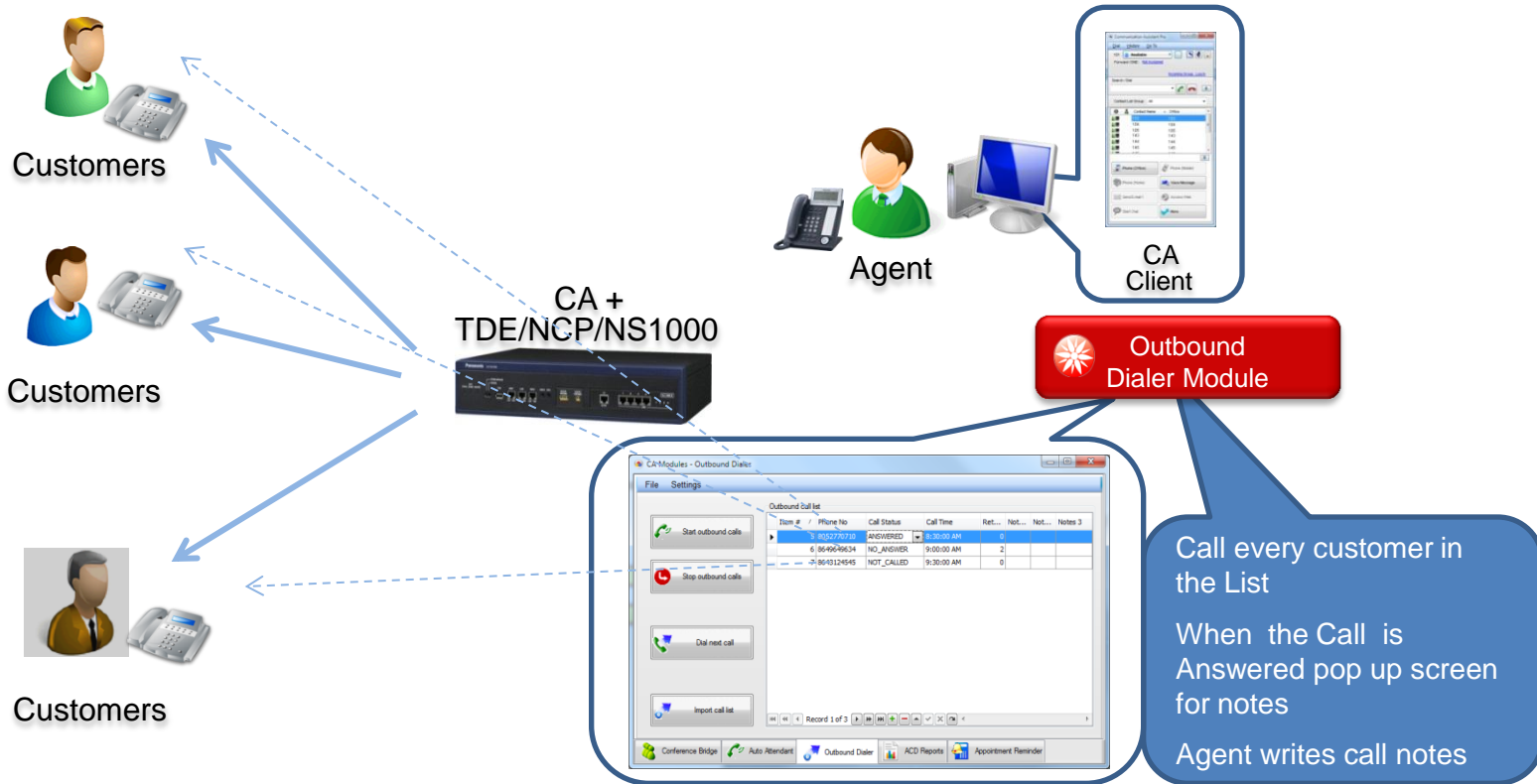
- Calls the numbers one by one as soon as Agents becomes available
- Busy or no answer numbers are retried
- The outbound dialer eliminates the customer search and dial time that the agent normally does
- Agents are presented with calls as soon as their status changes to "idle"
- When call gets connected, the Agents are presented with pop-up window that allows them to change the call result parameters

► System Configuration



▶ Telemarketing Use Case

Automatically call customers in list using the agent phone when the agent status is “available”



▶ System Requirement

PBX

Supported PBX	Panasonic X-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



Unified Communications Solutions

Panasonic
Solution
Developer
Network

**Gold
Partner**

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