

### 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 : Inbound, Inquiry, Order entry, Information, Support, Reservations, Appointments, Service, Information, Outbound, Collections

### ► Application Name - Partner

Rander CTI – Ranat Ltd.

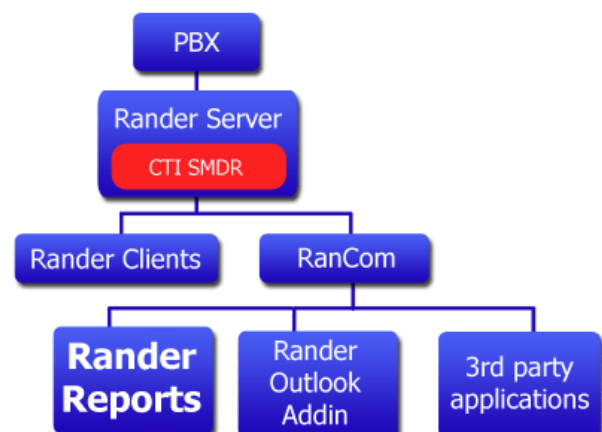
### ► Overview

“Rander CTI” is a communication server that manages calls in an organization. Your PBX can be monitored in real time to ensure the most efficient operation. Your employees can handle more calls in the same amount of time providing more intensive contact with customers, improving the customers' satisfaction. “Rander” adds basic DPT functionality to analog phones – LEDs, autodial buttons, CallerID display. A cost-effective replacement for expensive devices.

### ► Main Feature

- “Rander” displays real-time PBX call activity. You can track and control all calls. Screen pop for quick customer identification
- You can select phone numbers by names or by numbers from a personal or global phonebook and automatically dial them with a single click. No need to dial such long numbers manually anymore - your PC will do it for you.
- “Rander” shows customer data in case of incoming calls for quick identification. When an incoming call is received, “Rander” searches the phonebook for the CallerID number and displays the data about the found person on your PC screen.
- “Rander” logs all calls made or received in the database

### ► System Configuration



## ► Features

- With “Rander Reports” you can analyze call data stored by “Rander CTI” server: load of internal and external lines, average and maximum duration of calls for a certain period and performance estimates of the performance and workload of the organization`s staff etc.
- The client-server architecture allows “Rander” to be used all over the enterprise LAN.
- “Rander” uses the standard TAPI CTI interface, no additional PABX programming is required.
- “Rander” is available in multiple languages.
- “Rander” includes a Microsoft® Outlook® add-in that provides you with the basic CTI functionality directly from Microsoft® Outlook®.
- “Rander” includes RanCOM - the SDK (Software Development Kit, COM module) that allows you to integrate “Rander” into any application or database.
- With CTI SMDR feature “Rander” server can collect SMDR information via a CTI connection (USB or LAN for Panasonic KX-TDA, RS232 for Panasonic KX-TD).
- Customizable MP3 ring
- System Speed Dial entries management via “RanCOM” CTI connection .
- ACD calls distribution via “RanCOM” CTI connection.
- Setup conference from “Rander”

## ► System Requirements

### PBX

Supported PBX	Panasonic KX-TD816/1232/500, KX-TDA15/30/100/200/600, KX-TDE100/200/600, KX-NCP500/1000, KX-NS1000
Connection	LAN / USB

### Partner Application

OS	Microsoft® Windows® 2000/XP/Vista®/7 Microsoft® Windows Server® 2003/2008
CPU	Pentium® III (or higher)
RAM	512 MB (or higher)
HDD	100 MB Minimum (installation)

## ► Application Partner Information



Panasonic  
Solution  
Developer  
Network

**Silver  
Partner**

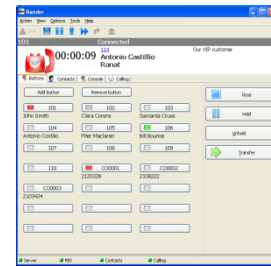
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**Web:** <http://randersoft.com/>

**E-mail:** [rander-sale@ranat.ru](mailto:rander-sale@ranat.ru)

### Rander Buttons Console



### Call Statistics



### Rander Call Log

### Rander Lines Console

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