

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 Recording Solution

► Type of Business and Merit

- Type of Business: All types: Financial Services, Housing Associations, Healthcare, Utilities, Distribution, Storage, Call Centre, Government, Emergency, Insurance, Transport, Merit: Inbound, Outbound, Customer Satisfaction, Order Confirmation, Dispute Resolution, Training, Evaluation, Regulatory, Costing, Billing, Staff and System Planning

► Application Name - Partner

Retell Sense - Retell Limited

► Overview

Sense TR: Dedicated voice recording hardware with trunk recording interface and web search and replay software

Sense EM: As above with extension matching. Easy to set up via TAPI or SMDR.

Sense CC: As above plus comprehensive call centre call management package with sophisticated analysis and reporting and Call Recording functionality (For ISDN 30 & IP only)

All available with or without server, TFT screen, keyboard, mouse

► Main Feature

- Record all inbound and outbound calls
- ISDN 30 (E1), ISDN 2, Analogue, SIP
- Record line types in different combinations
- Comprehensive search and playback facility
- Stereo recording for high quality playback
- Web Browser access to recordings
- Different levels of password security
- Triple DES Encryption for security
- Recordings can be e mailed via .WAV file
- Entry level trunk information only option
- Comprehensive call management options with extension information
- Options; Voice Firewall, Pause Record via DTMF, Welcome Message, PCI DSS

► System Configuration



