

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.



Database Integration

Type of Business and Merit

- Sales reps : Review their opportunities and call prospects at their fingertip
- Service & Support : Have all information about a service case available when phone rings

Application Name - Partner

TeamCall for Salesforce.com - ilink Kommunikationssysteme GmbH

* Salesforce.com : Customer Relationship Management (CRM) cloud service provided by salesforce.com

Overview

The ilink TeamCall Office Edition for Salesforce.com® adds telephony functions to the leading on-demand customer relationship management solution.

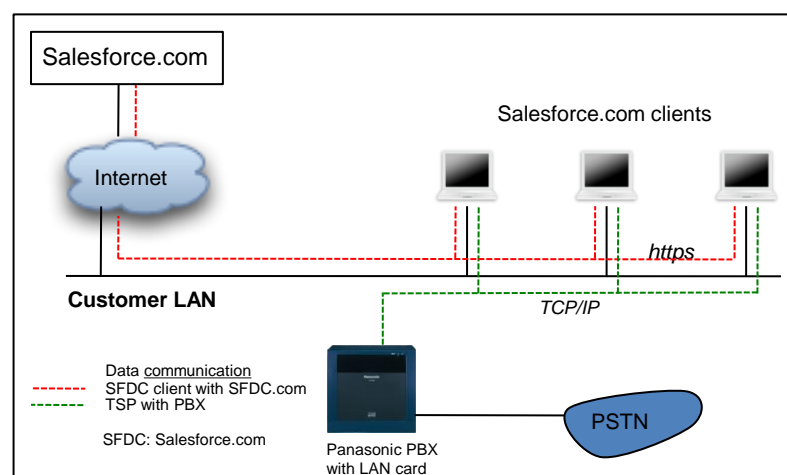
TeamCall for Salesforce.com acts as a mediator between the Panasonic PBX system and Salesforce.com, integrating the telephone system with the Salesforce.com Softphone feature. TeamCall for Salesforce.com makes possible convenient calling from directly within individual contact or account records.

A user simply clicks once on any hyperlinked phone number field in order to place a call to that number through the Panasonic system. Inbound calls trigger Salesforce.com screen pops that contain related account information.

Main Feature

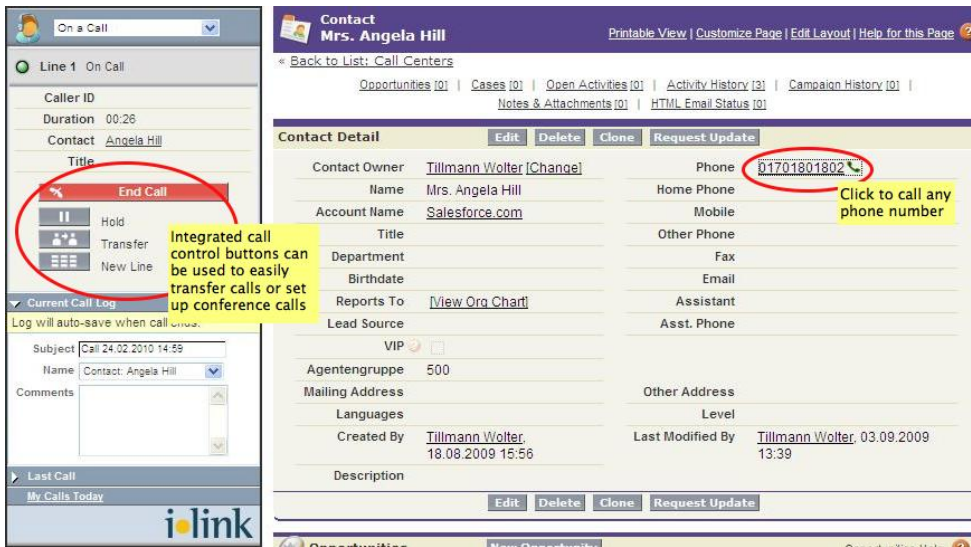
- Place a call to any telephone number within individual contact or account records with a simple mouse click for a fast and efficient connection
- Screen pops of customer information based on caller ID
- Integrated call control buttons, giving users the ability to control their phone

System Configuration



► Features

- Ability to click to dial from any contact or phone number within Salesforce.com
- Screen pops of customer information based on caller ID
- Integrated call control buttons, giving users the ability to control their phone from the PC to easily transfer or set up conference calls using the mouse
- Information tracking related to inbound and outbound calls, with the information inserted automatically into the Salesforce.com application call history



It's easy to call a Salesforce.com contact using click click to call



The integrated softphone from Salesforce.com

► System Requirement

PBX

Supported PBX	Panasonic KX-TDA100/200/600, KX-TDE100/200/600, KX-NCP500/1000, KX-NS1000
Connection	LAN

Partner Application

OS	Microsoft® Windows® XP Microsoft® Windows Vista® Microsoft® Windows® 7 Microsoft® Windows® 8
Browser	Microsoft® Internet Explorer® 6/7/8, Firefox® 3.5
CPU	Xeon® / Pentium® 2GHz
RAM/HDD	2GB / 50MB

► Application Partner Information



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