

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 : Financial Services, Telephone Services, Distribution, Transportation, Manufacturing, Government, Publishing, Healthcare, Utilities, Insurance, Education, Services
- Merit : Inbound, Inquiry, Order entry, Information, Support, Emergency, Reservations, Appointments, Billing, Service, Information, Outbound, Collections

► Application Name - Vendor

CCRecord Pro - Poltys Inc.

► Overview

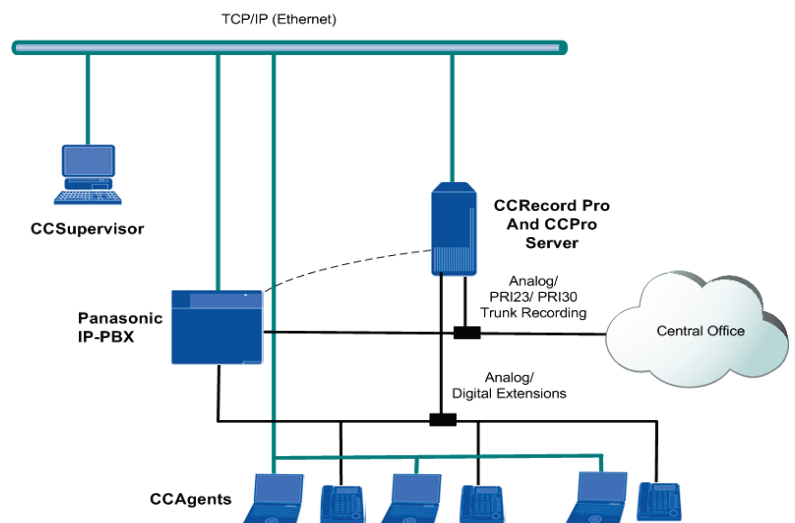
Poltys CCRRecord Pro is a Customer Call Management tool that provides:

- Non-intrusive voice recording
 - Extension or Trunk based
 - Call signaling and voice archiving
- Playback with Windows default multimedia player

► Main Feature

- Analog/ Panasonic Digital Extensions
- Analog/ PRI23 and PRI30 Trunks
- SIP trunks and extensions
- Incoming/ outgoing/ ACD/ Non-ACD, intercom
- Extensive call filtering based on DID/ Caller ID/ Extension user defined lists, etc.
- Multiple security levels for accessing the recorded conversations
- Record specific extension/ DID calls
- MP3 compression support
- 128-bit encryption support
- Export voice records

► System Configuration



► Features

- Scalability

- Variable number of simultaneously recorded calls with the number of installed tapping boards
- Expandable anytime by adding additional tapping boards
- Recording 17,000 hours for 500 GB storage capacity

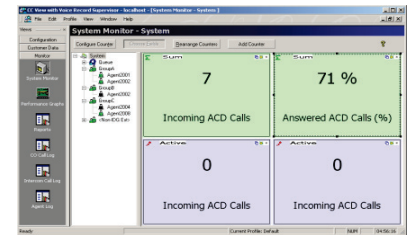
- Rapid Search and Retrieve

Easily search for a recording by extension, date and time, line number, Caller ID information, calling name, and many other fields.

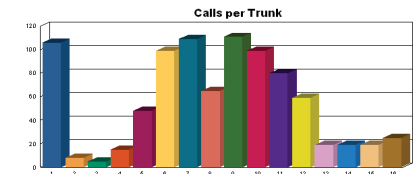
- Real-time Monitoring

Call monitoring features are included with all of our call recording solutions to provide you with the tools necessary to analyze your call traffic. Understanding and seeing the activity of your system and agents is an essential part of a process to make improvements in your operations

Supervisor Window



Call Statistics



CO Call Log

Call ID	Time	Agent	Extension	Trunk	Disposition	Transfer	Transfer To	Transfer From	Transfer To	Transfer From	Transfer To	Transfer From	Transfer To	Transfer From	Transfer To	Transfer From	Transfer To	
00000007	10:51:51 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000008	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000009	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000010	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000011	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000012	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000013	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000014	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000015	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000016	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000017	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000018	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000019	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032
00000020	10:52:00 AM		02070207	1032	Null	Null	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032	02070207	1032

► System Requirement

PBX

Supported PBX	Panasonic KX-TDA100/200/600, KX-TDE100/200/600, KX-NCP500/1000, KX-NS1000
Connection	LAN / USB Analog/ Digital Trunks and/or Extensions

Vendor Application

OS	Microsoft® Windows® XP Professional SP3 Microsoft® Windows Vista® Business SP1, SP2 (UAC disabled) Microsoft® Windows® 7 Professional (UAC disabled) Microsoft® Windows Server® 2003 SP2 Microsoft® Windows Server® 2008 R2 SP1 (UAC disabled)
CPU	Pentium® 4 2.8 GHz (or higher)
RAM	2 GB (or higher)
HDD	10 GB Minimum (installation)

► Application Vendor Information



Panasonic
Solution
Developer
Network

**Gold
Partner**

Company Name : Polty's Inc.

Address : 3300 N. Main Street, Suite D Anderson, SC 29621-4128, USA

Web : <http://www.polty's.com/>

E-mail : sales@polty's.com

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