Direct Care Monitor
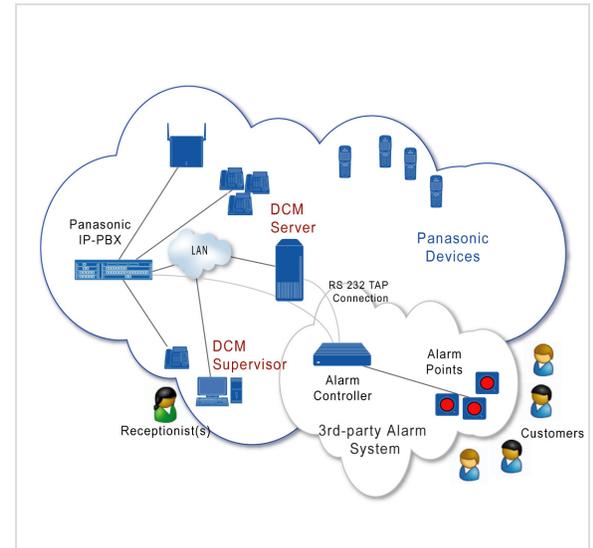
Poltys Inc.
Unified Communications Solutions

▶ Overview

Poltys DCM is a powerful call monitoring tool that provides:

- Real-time monitoring and reporting of alarms and emergency calls delivered from customers to supervising personnel
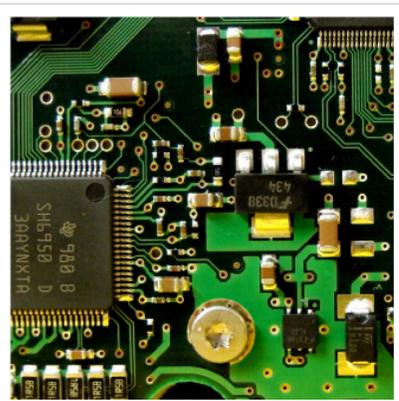- Comprehensive real-time and historical tools for PBX call tracking

▶ Key Features

- Integrate with Panasonic KX-TDA/ TDE/ NCP IP-PBXs
- Real-time monitoring of caregiver ACD groups defined according to the alarm levels
- Comprehensive alarms reporting
- Email notifications sent to personnel supervisor for each alarm encountered
- 911 emergency notifications management
  - Supervisor audible alert
  - Supervisor popup window with warning message
  - Notification delivered to predefined emergency ACD group
- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Real-time performance graphs
- Full PBX ACD statistics and reports
- Predefined report templates for quick report generation
- Call billing

Benefits

- Real time monitoring of the services delivered to customers
- Higher level of customer assistance
- Increased staff efficiency
- Optimized workflow

System Requirements

- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000

- DCM Server Host
  - Minimum P4 2 GHz, 512 MB RAM, 2 GB free HDD space, 100BaseT NIC
  - Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista Business (with UAC disabled), Microsoft Windows 7 Professional (with UAC disabled)

- DCM Supervisor Host
  - Minimum P3 850 MHz, 256 MB RAM, 400 MB free HDD space, 100BaseT NIC
  - Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003, Microsoft Windows Server 2008, Microsoft Windows Vista Business (with UAC disabled), Microsoft Windows 7 Professional (with UAC disabled)