

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.



ACD Monitoring & Reporting 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 - Partner

CCView - Poltys Inc.

► Overview

Poltys Call Center View (CCView) a Web-based end user call management tool that provides:

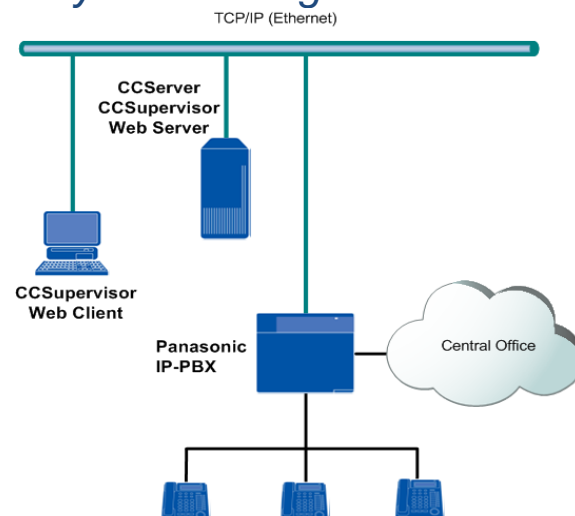
- Real-time call monitoring
- Historical cradle to grave reporting
- Call logging and accounting

CCView Enterprise Edition consolidates information using one server with multiple PBX systems.

► Main Features

- Web-based user interface
- Multiple Supervisors
- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Comprehensive PBX ACD statistics and reports
- Pre-defined report templates for quick report generation with customization
- Enhanced sorting, filtering, and grouping
- Send disconnect notifications by SMSs in case the network connection is down
- Call Recording ready

► System Configuration



► Features

Real-time information

- Status of each extension and trunks (idle, busy, wrapup, etc.)
- Type of the call (incoming, outgoing, internal, ACD, Non ACD)
- The phone numbers for each party involved in the call and customer name

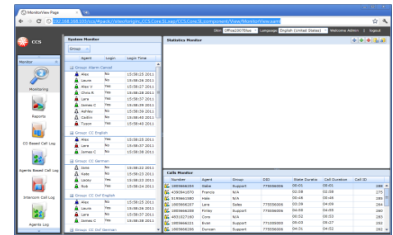
Comprehensive set of counters and timers

- Active Counters
- Cumulative Counters
- Peak Counters
- Active Timers
- Cumulative Timers

Call traffic activity

- PBX line/ Dialed number
- Call duration
- Customer Name
- Lost calls
- Incoming calls for ACD

Monitoring Window



Agents List

Agent	Login	Login Time
Group: Support		
Alex V	No	12:49:11 2011-08-16
Andy Carroll	No	12:49:12 2011-08-16
Bonnie	No	12:49:13 2011-08-16
Chris R	No	12:49:12 2011-08-16
Cody	Yes	12:49:14 2011-08-16
Connie	Yes	12:49:15 2011-08-16
Cora	No	12:49:16 2011-08-16
Donovan	Yes	12:49:16 2011-08-16
Dorothy	Yes	12:49:16 2011-08-16

Agent Statistics

Name	Total Incoming	Total Answered	Lost ACD Calls	Lost ACD Calls %	Idle Time
Alex	3	1	1	33	43363
Bonnie	3	3	0	0	43362
Cody	13	6	2	3	36871
Larry	3	3	0	0	43365
Tracy	13	13	0	0	36137

Reports Scheduler

Report Name	Category	Frequency	Destination
ACD - Agent Report	ACD	Agents Report	None
ACD - Agent Report All Groups for hour	ACD	Agents Report	None
ACD - Agent Report All Groups for weekdays	ACD	Agents Report	None
ACD - Agent Report for day	ACD	Agents Report	After
ACD - Agent Report by week	ACD	Agents Report	None
ACD - Group Report	ACD	Agents Report	None
ACD - Group Report by day	ACD	CS Call Log Report	None
ACD - Group Report by hour	ACD	Agents Report	None
ACD - Group Report by week	ACD	Agents Report	None
ACD - Group Report by weekdays	ACD	Agents Report	None
Agent Based Log - Incoming Calls	Call Accounting	Agent Based Call Log Report	None
Agent Based Log - Incoming Calls Summary	Report	Agent Based Call Log Summary Report	None
ACD Log	Report	CS Call Log Summary Report	None
Call Detail - Agent Details	Call Accounting	CS Call Log Report	None
Call Detail - Agent Summary	Call Accounting	CS Call Log Summary Report	None
Call Detail - Agent Details	Call Accounting	CS Call Log Report	None
Call Detail - Agent Summary	Call Accounting	CS Call Log Summary Report	None
Call ID Summary	Call Accounting	CS Call Log Summary Report	None
CS Call Log - Agent Incoming Summary	Call Accounting	CS Call Log Summary Report	None
CS Call Log - Agent Outgoing Summary	Call Accounting	CS Call Log Summary Report	None

► System Requirement

PBX

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

Partner Application

OS	Microsoft® Windows® 7 Professional (UAC disabled) Microsoft® Windows® 8, including Pro version (UAC disabled) Microsoft® Windows Server® 2008 R2 SP1 (UAC disabled) Microsoft® Windows Server® 2012 (UAC disabled)
CPU	Intel® Core™ i5-750 at 2.66 GHz (or higher)
RAM	3 GB (or higher)
HDD	100 GB Minimum (server installation)

► Application Partner Information



Panasonic
Solution
Developer
Network

**Gold
Partner**

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