Panasonic

PBX solution

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:

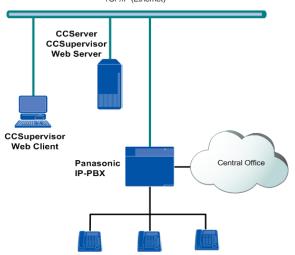
- Real-time call monitoring
- · Historical cradle to grave reporting
- Call logging and accounting

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

System Configuration



Call Recording ready

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

System Requirement

PBX

Monitoring	Window
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Agents List

	Agent	📥 Login	Login Time	
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â	Alex V	No	12:49:11 2011-08-16	
â	Andy Caroll	No	12:49:12 2011-08-16	
â	Bonnie	No	12:49:13 2011-08-16	
â	Chris R	No	12:49:12 2011-08-16	
<u>, â</u>	Cody	Yes	12:49:14 2011-08-16	
â	Connie	Yes	12:49:15 2011-08-16	
â	Cora	No	12:49:16 2011-08-16	
<u>ê</u> .	Don	Yes	12:49:13 2011-08-16	
<u>.</u>	Donovan	Yes	12:49:16 2011-08-16	
<u>.</u>	Dorothy	Yes	12:49:16 2011-08-16	

Agent Statistics

Name	Total Incoming <	Total Answered	Lost ACD Calls I	Lost ACD Calls I	Idle Time	
Alex	3	1	1	50	43363	
Bonnie	3	3	0	0	42382	
Cody	71	69	2	3	16871	
Larry	3	3	0	0	42365	
Tracy	71		0	0	16137	

Reports Scheduler

		Category	Tempiate	Next Recommon	
	ACD - Agent Report				
m N					
		ACD	Agents Report	Now	
10	ACD - Agent Report All Groups by hour	ACD	Agents Report	Now	
1	ACD - Agent Report All Groups by weekdays	ACD	Groups Report	After	
🗆 🐐	ACD - Agent Report by day	ACD	Agents Report	Now	
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0.5	ACD - Group Report	ACD	Groups Report	Non	
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Image: Second	ACD - Group Report by weekday hour	ACD	Groups Report	Non	
🗆 🚥	Agent Based Log - Incoming Calls	Call Accounting	Agent Based Call Log Report	Non	
🗆 🔧	Agent Based Log - Incoming Calls Summary	Call Accounting	Agent Based Call Log Summary Report	Now	
•	AlCells	General	CO Cell Log Summary Report	Now	
0 🖬	Call Cost - Account Details	Call Accounting	CO Cell Log Report	Now	
0.5	Call Cost - Account Summary	Call Accounting	CO Cell Log Summary Report	New	
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m 🛰	CO Cell Log - Agent Outpring Summary	Call Accounting	CO Call Log Summary Report	Now	

Partner Application

100 GB Minimum (server installation)

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Supported PBX	Panasonic	Panasonic KX-TDA100/200/600, KX-TDE100/200/600, KX-NCP500/1000, KX-NS1000		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)		
Connection	LAN / USB		RAM	3 GB (or higher)		

HDD

Application Partner Information

Wified Communications Solutions	Company Name : Poltys Inc. Address : 3300 N. Main Street , Suite D Anderson, SC 29621-4128, USA
Panasonic Solution Developer Network Gold Partner	Web: http://www.poltys.com/ E-mail: sales@poltys.com
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