

BE IN CONTROL OF YOUR CALL ACTIVITY AT ANY TIME



DIFFERENTIATORS

- Cloud hosted or on-premises deployment
- Licensing based on number of users and extensions to be monitored
- Very suitable for any type of businesses that use Panasonic PBXs
- Provide all call information you need whenever is required by just a few clicks
- Present strongest reliability by the highest integration with Panasonic telephony system

Polys **CCAccounting EX** product is based on the latest Polys EX productivity platform which is the perfect solution that allows you to track the Panasonic telephony system usage, helping to make correct business decisions.

Providing web user interface, no application needs to be installed on the user's PC.

CALL LOGGING provides all the data regarding inbound and outbound calls with advanced searching and filtering capabilities.

CALL REPORTING provides call historical data organized to get the best overall view over the call statistics.

CALL RECORDING add-on that taps the call conversations that take place on different trunks, either Analog, E1/T1 ISDN, or SIP, brings more value to your organization.

AT A GLANCE

You gain in-depth knowledge about your organization performance and customer experience with the new solution.

CCAccounting EX logs incoming and outgoing calls into internal database, allowing you to create a large variety of historical reports that give you the information you need to increase the overall your organization productivity.

ENHANCED CALL LOGGING

The new solution provides all the data regarding inbound and outbound calls with advanced searching and filtering capabilities.

The new solution presents all referred devices during the call with their associated call legs with complete statistics. The quick search by strings feature with instant results accelerates the business processes within your organization.

POWERFUL CALL REPORTING

The powerful set of Microsoft Excel templates with graphic summaries and details plus ability to design new custom reports help you to always get the exact data you need, when you need it.

Basic Call Log General	Calls by Group
Call Log General	Calls by Hour
Calls by Talking Time	Calls by Phone Number
Calls by Talking Time by Day	Global Service Level
Calls by Talking Time by Hour	Global Service Level by Day
Calls by Waiting Time	Global Service Level by Hour
Calls by Waiting Time by Day	Top Dialed Numbers
Calls by Waiting Time by Hour	Top Received Customers
Calls by Agent	Top Received Numbers
Calls by Day	Transferred Calls by Agent
Calls by DID	Trunk Activity
Calls by Extension	Un-returned Lost Calls

ENTERPRISE SPREAD SOLUTION

You no longer need to redo reports from multiple telephony sites to see all the activity within your organization.

Multiple Panasonic PBXs that are networked together can be monitored with CCAccounting EX.

KEY FEATURES

- Cloud-hosted or on-premises solution
- Compatible with Panasonic KX-NSX/ NS/ TDE/NCP/ TDA PBX series
- Connect to multiple Panasonic IP-PBXs simultaneously
- Web-based user interface
- Full PBX call logging, pinpointing all devices a call went thru until hang-up
- Multiple predefined Excel report templates with graphic summaries and in-depth details
- Increased functionality by Trunk Call Recording add-on
- Reproduce the voice conversation of each call segment by its associated time offset

CALL RECORDING ADD-ON

TRUNK CALL RECORDING

Trunk Call Recording add-on taps call conversations that take place on different trunks either Analog, E1/T1 ISDN, or SIP.

Call recording represents an essential component for every company that does care about staff training, reducing conflicts and avoiding potential liabilities.

You can easily search for a specific call recording by quick strings, extension, date and time, line number, caller ID information, calling name, and more.

Embedded audio player can reproduce the audio conversation of each call segment by its associated time offset.

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