



► Overview

CCView (Call Center View) is an End User call management tool that provides:

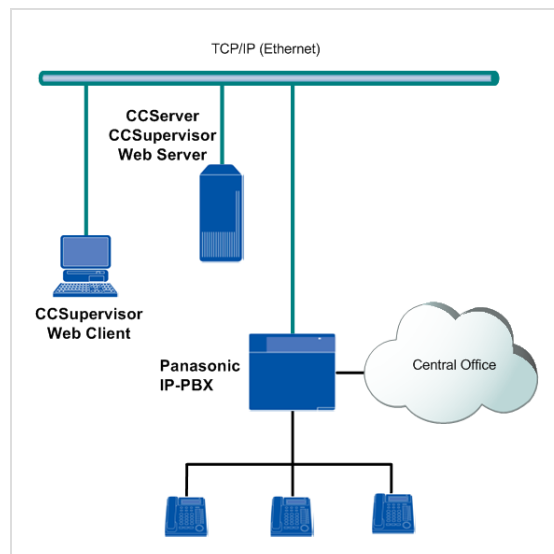
- Real-time call monitoring
- Historical cradle to grave reporting
- Call accounting and budgeting
- Call logging

CCView is based on Microsoft Silverlight Version 4, including plug-ins for all Web browsers.

Enterprise Edition Available, except for KX-NS IP-PBX series.

► Key Features

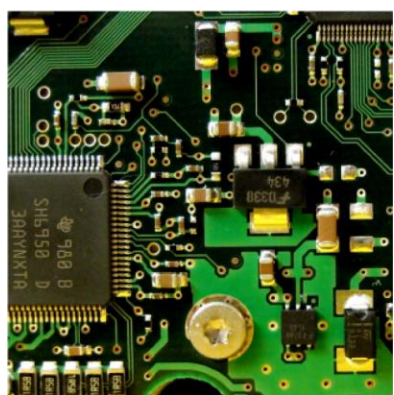
- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Full PBX ACD statistics and reports
- Predefined report templates for quick report generation
- Call billing and budgeting
- Multiple Supervisors
- Security passwords levels
- Send SMS notifications when network connection to PBX is down
- Connect to multiple networked Panasonic IP-PBXs simultaneously
- CCAgent and CCRRecord Pro ready
- Multilanguage support



Benefits

- Measure Call Center performance versus service level objectives
- Identify and avoid past Call Center service problems
- Proactive real-time call monitoring and recording
- Improve customer relationship management
- Keep you in control of operational costs related to outbound call campaigns

System Requirements



Microsoft Windows Server 2008 R2 SP2 (with TTS)	64-bit
Microsoft Windows Server 2012 R2 (with TTS)	64-bit
Microsoft Windows 7 Professional (non-TTS)	64-bit
Microsoft Windows 8 Professional (non-TTS)	64-bit
Microsoft Windows 10 Professional (non-TTS)	64-bit
CPU	Intel® Core™ i5-750 at 2.66 GHz
RAM	8 GB
Storage	SSD 120 GB primary HDD 1TB for recordings storage
Network	100 Mbps or better