

Direct Care Monitor



Polty's Inc.
Unified Communications Solutions

HIGHLIGHTED PARTNER
Panasonic Solution Developer Network

GOLD PARTNER
Panasonic Solution Developer Network

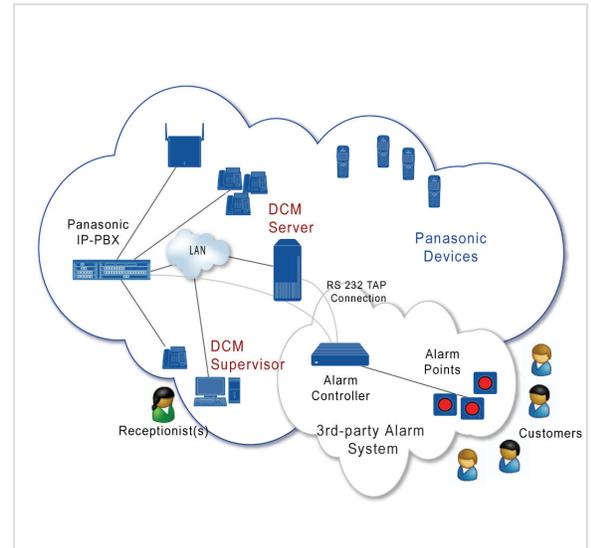
► Overview

Polty's 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

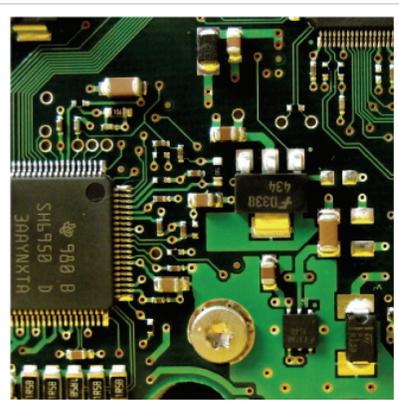
- Integrate with Panasonic KX-TDA/ TDE/ NCP IP-PBXs
- Real-time monitoring of caregiver ACD groups defined according to the alarm levels
- Comprehensive alarms reporting
- Email notifications sent to personnel supervisor for each alarm encountered
- 911 emergency notifications management
 - Supervisor 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, KX-TDE, KX-NCP, KX-NS PBX Series
- DCM Server Host
 - Intel® Core™ i5-750 at 2.66 GHz or faster, 3 GB RAM, 100 GB free HDD space, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Windows Server 2003, Windows Server 2008, Windows Vista, Windows 7, Windows 8, Windows 10
- DCM Supervisor Host
 - Intel® Core™ i3-530 2.93 GHz or faster, 2 GB RAM, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Windows Server 2003, Windows Server 2008, Windows Vista, Windows 7, Windows 8, Windows 10