# Panasonic
## ideas for life

## 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.

# Call Center 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 - Vendor

CCAgent with External CRM integration - Poltys Inc.

## ▶ Overview

Poltys CCAgent (Call Center Agent) is a powerful agent telephony tool that provides:
- Agent screen pop-up for quick customer identification
- Integration with 3rd-party CRM systems by easy customization using Microsoft ActiveX technology or 1st-party TSP add-on
- Agent call control, instant messaging and customer information repository

CCAgent can work standalone or combined with CRM Integration add-on that provides external integration with virtually any CRM systems.

## ▶ Main Feature

- One clink call handling
- Call-handling features: Make call, Answer call, On hook, Consult, Conference
- Instant Messaging
- Assist Me function
- Direct pop-up integration with Outlook, ACT!, and Goldmine CRM systems
- External CRM systems integration
- Present Queue Information
- Provide Other Agents Status
- Agent Activity Logging

## ▶ System Configuration



LAN
CCServer
Panasonic IP-PBX
Central Office
CCAgents
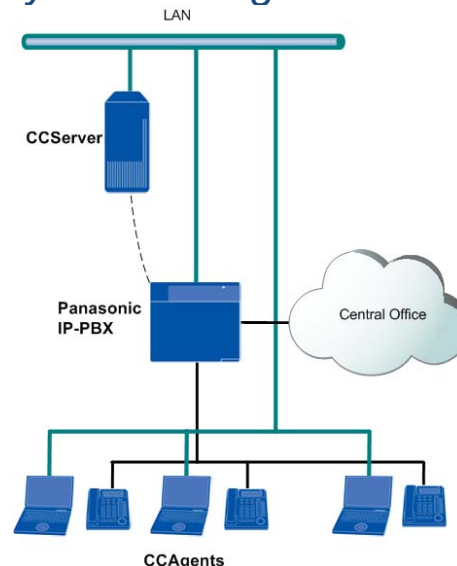
## ◉ *Features*

- **Call Control Operations**
  - Answer Selected Call
  - Hang-up Selected Call
  - Place Call
  - Consult Another Party
  - Connect Parties
  - Transfer the Call
  - Change Status (Break, Wrap-up)
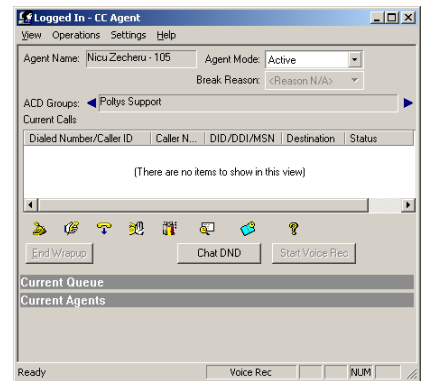  - Log in/ Log out
  - Incoming Call Pop-up
- **Agent Mode Bars**
  - Call Control Bar
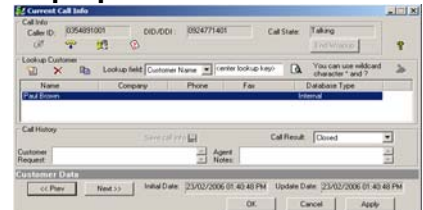  - Queue Status Bar
  - Agent Status Bar
- **CRM System Integration**
  - Microsoft Outlook 2003
  - Microsoft Dynamics
  - Act!
  - Goldmine
  - Maximizer
  - Tigerpaw
  - Salesforce
  - Any Microsoft TAPI compliant CRM system

**Main Window**



**Pop-up Window**



**Phonebook Window**
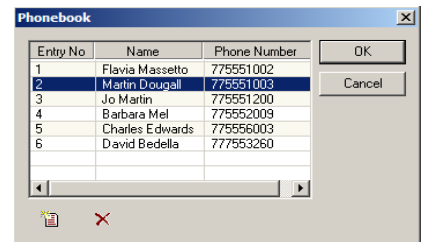


## ◉ *System Requirement*

### PBX

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

### Vendor Application

| OS | Microsoft® Windows® XP Professional SP3<br>Microsoft® Windows Vista® Business SP1, SP2 (UAC disabled)<br>Microsoft® Windows® 7 Professional (UAC disabled)<br>Microsoft® Windows® 8, including Pro version (UAC disabled)<br>Microsoft® Windows Server® 2003 SP2<br>Microsoft® Windows Server® 2008 R2 SP1 (UAC disabled)<br>Microsoft® Windows Server® 2012 (UAC disabled) |
|---|---|
| CPU | Pentium® 4  2.5 GHz (or higher) |
| RAM | 2 GB (or higher) |
| HDD | 10  GB Minimum (installation) |

## ◉ *Application Vendor Information*

**Poltys Inc.**
Unified Communications Solutions

Panasonic Solution Developer Network | **Gold Partner**

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