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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.

Customer Satisfaction Solution

▶ Type of Business and Merit

· Type of Business : Financial Services, Telephone Services, Distribution, Transportation, Manufacturing, Government, Publishing, Healthcare, Utilities, Insurance, Education, Services
· Merit : Enhance customer service quality, Increase customer satisfaction

▶ Application Name - Vendor

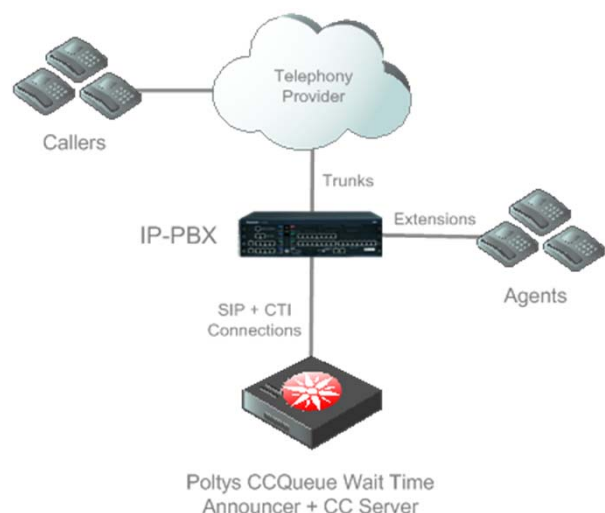CCQueue Wait Time Announcer - Poltys Inc.

▶ Overview

Poltys' CCQueue Wait Time Announcer is a turnkey solution that informs the caller about the estimated waiting time and position in the queue. It uses a set of predefined SIP Groups in the Panasonic IP-PBX in order to:
• Answer the inbound calls routed by the PBX
• Play queue messages to the caller
• Ask the caller for voicemail routing
• Route the incoming calls to the appropriate IP-PBX ICD queue.
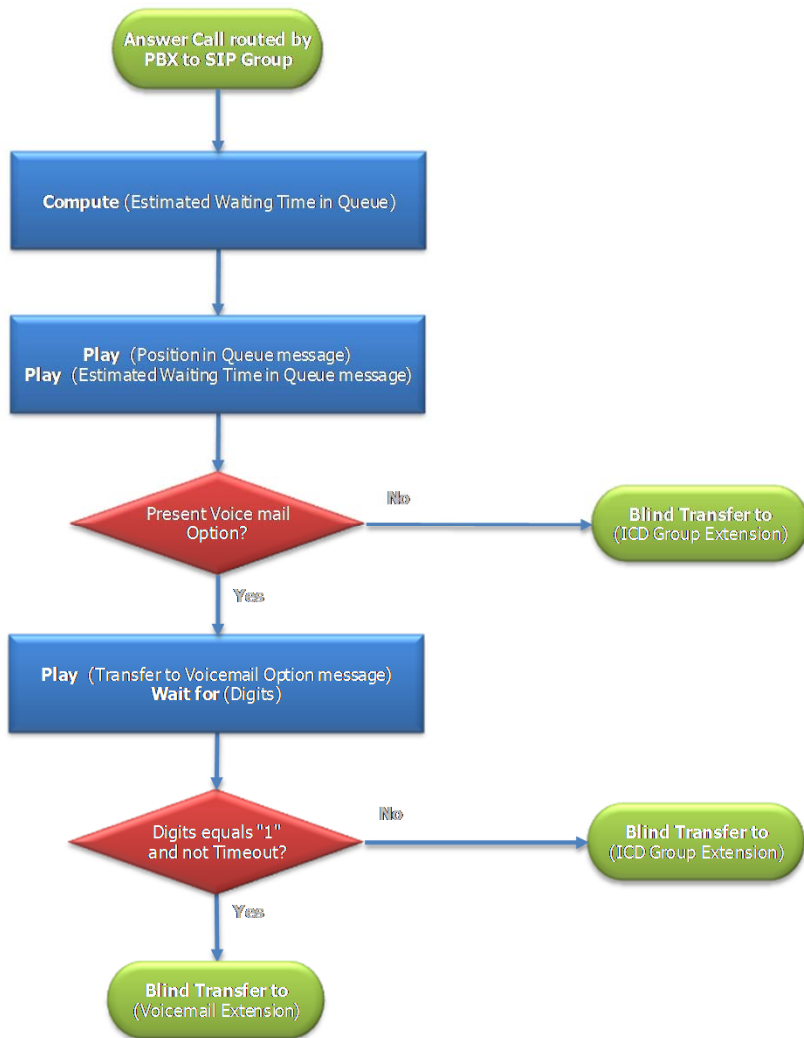• Offers callers a bail-out option

▶ Main Feature

• Compatible with Panasonic KX-TDE/ NCP/ NS1000 IP-PBX series
• Connect to the IP-PBX using SIP Extensions and CTI Link
• Automatic estimation of the waiting time in queue
• Play queue informative messages to the caller
• Configurable destination ICD Group and SIP Group list
• Configurable option that asks the caller if he/ she wants to leave a voicemail message or wait in the queue
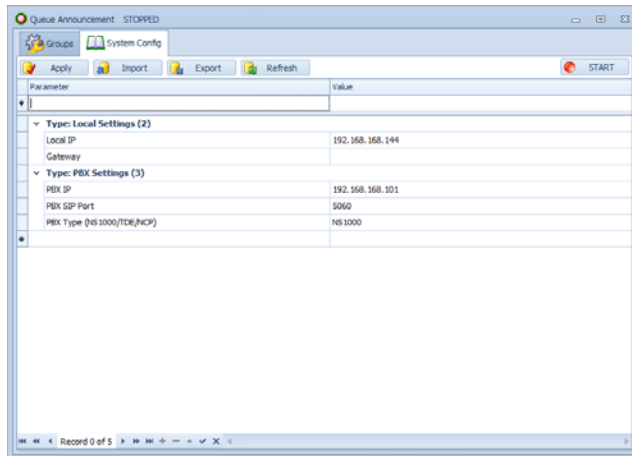• High scalability
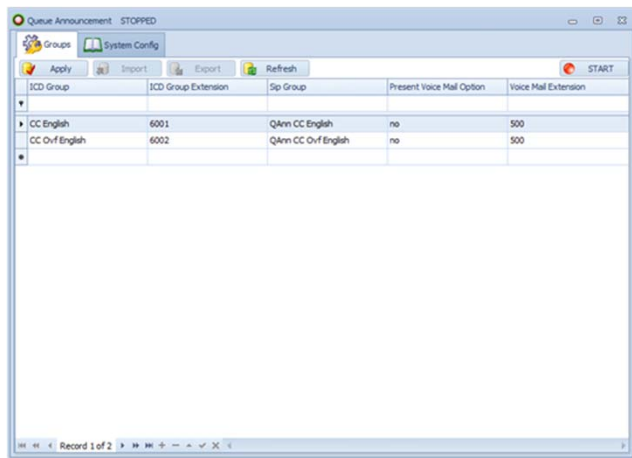
▶ System Configuration

Poltys CCQueue Wait Time Announcer + CC Server

⊙ Call Flow

Answer Call routed by PBX to SIP Group

↓

Compute (Estimated Waiting Time in Queue)

↓

Play (Position in Queue message)
Play (Estimated Waiting Time in Queue message)

↓

Present Voice mail Option? ──No──→ **Blind Transfer to (ICD Group Extension)**

↓ Yes

Play (Transfer to Voicemail Option message)
Wait for (Digits)

↓

Digits equals "1" and not Timeout? ──No──→ **Blind Transfer to (ICD Group Extension)**

↓ Yes

Blind Transfer to (Voicemail Extension)

System Configuration Panel

Groups Panel

⊙ System Requirement

PBX

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

Vendor Application

OS	Microsoft® Windows® XP Professional SP3 Microsoft® Windows Vista® Business SP1, SP2 (UAC disabled) Microsoft® Windows® 7 Professional (UAC disabled) Microsoft® Windows® 8, including Pro version (UAC disabled) Microsoft® Windows Server® 2003 SP2 Microsoft® Windows Server® 2008 R2 SP1 (UAC disabled) 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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