

## 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

CCPro - Poltys Inc.

### ► Overview

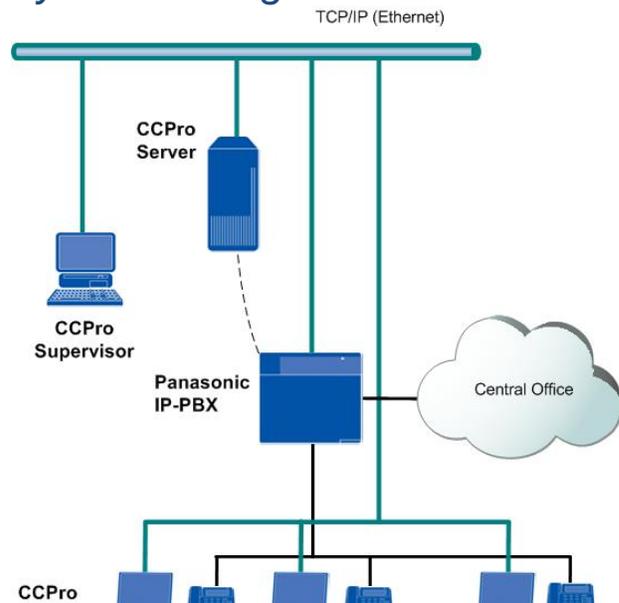
Call Center Professional "CCPro" is a powerful call management tool that provides:

- Agent call control, instant messaging and database for customer information
  - Agent screen pop for quick customer identification
  - Comprehensive real-time and historical tools for Agent tracking and Queue statistics
- CCPro has an option to tell callers the estimated hold time they can expect in the Queue. CCPro is available as a stand alone application or an Enterprise Edition that consolidates information using one server for up to 8 PBX systems.

### ► Main Feature

- Agent call control, queuing, presence, instant messaging, and a database for customer information
- Screen pop for quick customer identification
- Direct integration with Outlook®, ACT!, Goldmine®, or other leading CRM/ERP applications. Optional TAPI interface also available. (\*ERP : Enterprise Resource Planning)
- Comprehensive real-time and historical tools for agent call tracking/ recording/ and queue statistics
- Advanced call handling features: transfer, consultation, conference
- Wallboard-like flexible monitoring for system, queues groups agents, and calls

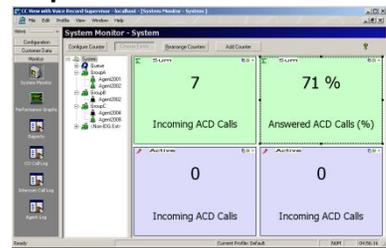
### ► System Configuration



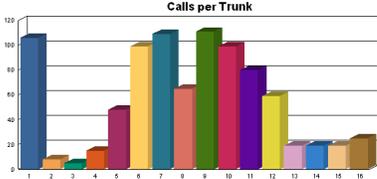
## Features

- Real-time information
- Status of each extension and trunks (idle, busy, wrap, etc.)
- Type of the call (incoming, outgoing, internal, ACD, Non ACD)
- The phone numbers for each party involved in the call and customer name
- Over 200 types of counters and timers
- Active Counters
- Cumulative Counters
- Peak Counters
- Active Timers
- Cumulative Timers
- Incoming call pop screen (Call information, Customer information from the database)
- Fill in data fields for later use (Customer Request, Customer Records, Call Result, Agent Notes)
- Filter information (Call Log, Real-time Counters)
- Break Reason for presence reporting

## Supervisor Window



## Call Statistics



## CO Call Log

Call ID	Call Time	Completion Time	Agent	Call	Call	Transfer	Call
CS-301	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-302	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-303	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-304	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-305	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-306	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-307	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-308	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-309	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-310	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-311	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-312	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-313	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-314	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-315	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-316	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-317	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-318	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-319	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU
CS-320	21:00:00 1:51:30 PM	21:00:00 1:51:30 PM	Michael Velazquez	N/A	N/A	Gaping	DU

## Agent Windows

## System Requirement

### PBX

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

### Vendor Application

OS	Microsoft Windows XP Professional SP3 Microsoft Windows Vista Business SP1, SP2 Microsoft Windows 7 Professional Microsoft Windows Server 2003 SP2 Microsoft Windows Server 2008 R2 SP1
CPU	Pentium® 4 2.5 GHz (or higher)
RAM	1 GB (or higher)
HDD	10 GB Minimum (installation)

## Application Vendor Information



Panasonic  
Solution  
Developer  
Network

Gold  
Partner

Company Name: Polys Inc.

Address: 3300 N. Main Street , Suite D, Anderson, SC 29621-4128, USA

Web: <http://www.polys.com/>

E-mail: [sales@polys.com](mailto:sales@polys.com)

The above solution is based on written or verbal information received by Panasonic System Networks Co., Ltd. ("Company") from Panasonic Solution Developer Network for Communication Products member companies and may not have been independently verified by Company. Company DISCLAIMS ANY AND ALL PROMISES, REPRESENTATIONS, AND WARRANTIES, EXCEPT AS EXPRESSLY SET FORTH IN THIS DOCUMENT, WITH RESPECT TO INFORMATION FURNISHED TO YOU BY THIS DOCUMENT, INCLUDING THEIR CONDITION; CONFORMITY TO ANY REPRESENTATION OR DESCRIPTION; THE EXISTENCE OF ANY LATENT OR PATENT DEFECTS; AND TITLE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE. Prior specifying any these solutions for a particular application, you should verify the actual functionality of such solution. If you want information about above solution, please contact the above address. Design and specifications are subject to change without notice. The images shown of base unit display and lams are composite images. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Intel and Pentium are trademarks or