

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

CCSuite - Poltys Inc.

Overview

Call Center Suite “CCSuite” is a modular call management set of products that provides the users with comprehensive features ranging from billing and monitoring services to complex call routing and Agent popup integration with most popular CRM and ERP systems. Call Center Suite consists of the following products:

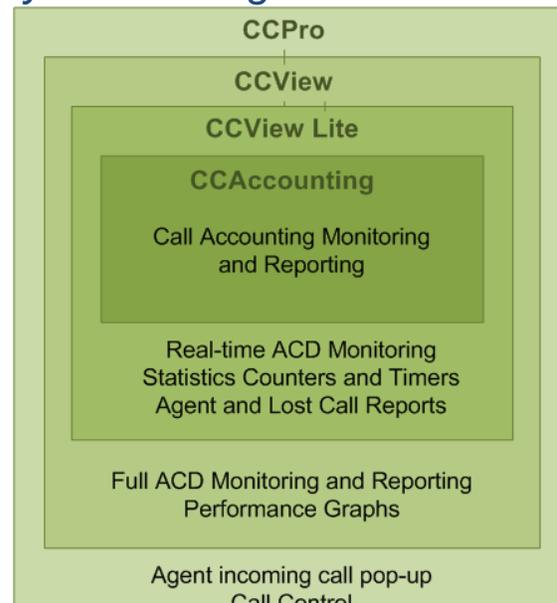
- CCAccounting
- CCView and CCView Lite
- CCPro

CCSuite products come as stand alone applications or as Enterprise Editions that consolidate the information using one server for up to 8 PBX systems remotely connected.

Main Feature

- Easy licensing mechanism based on software keys
- Product features in the suite and Add-ons enabled by the license key purchased
- Upgrading from one product to other or activating Add-ons just by changing the license key
- CRM Integration Add-on (1 st -party TSP) helps the customers to easily integrate the powerful Poltys CCPro with any Microsoft TAPI compliant CRM system of choice
- DISA/OGM Add-on for CCView and CCPro tells the caller the estimated hold time they can expect in the Queue based on the current statistics and past performance
- CCView and CCPro products can be also

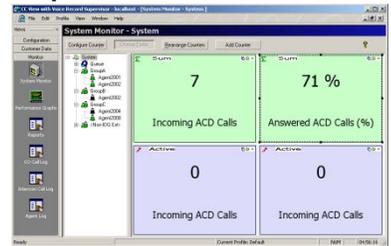
System Configuration



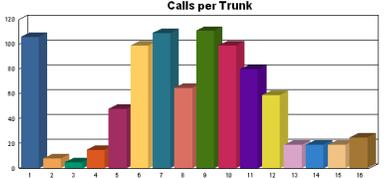
Features

- CCAccounting
 - Pre-defined reports that can be customized
 - Ability to filter criteria for making reports
 - Automatic scheduling of report generation
 - Configure cost per minute or use flat rate for each phone number pattern
 - Add other incidental charges and taxes
 - Custom billing reports
- CCView and CCView Lite
 - Inherit CCAccounting features
 - Display real-time PBX call activity
 - Enhanced Counters and Timers management
 - Real-time performance graphs
 - Full PBX ACD statistics and reports
 - Pre-defined report templates for quick report generation with customization
- CCPro
 - Inherit CCView features
 - 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/ECM applications. Optional TAPI interface also available.

Supervisor Window

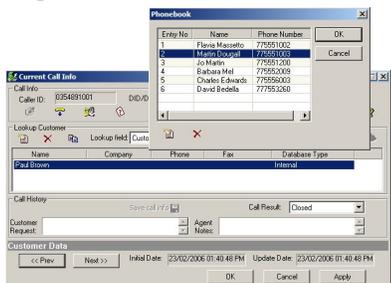


Call Statistics



CO Call Log

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



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Panasonic Solution Developer Network
Gold Partner

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