

## 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.



# ACD Reporting 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

CCView - Poltys Inc.

## ► Overview

Poltys Call Center View (CCView) an end user call management tool that provides:

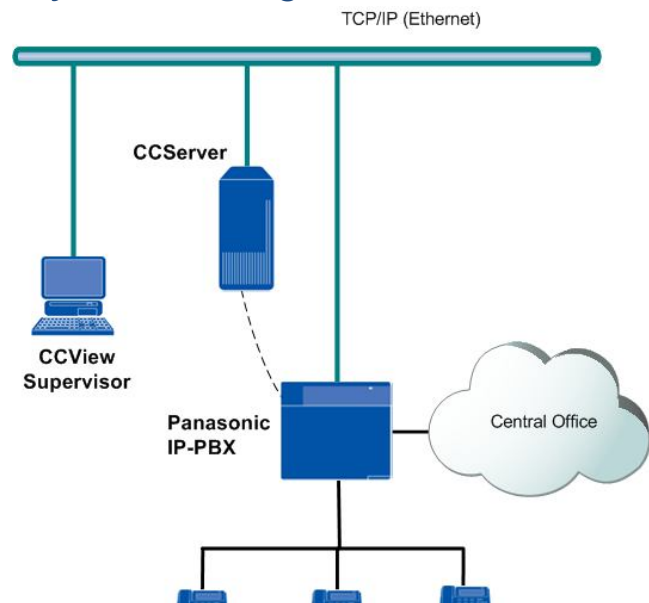
- Real-time call monitoring
- Historical cradle to grave reporting
- Call logging and accounting

CCView has an option to tell callers the estimated hold time before they get placed in the Queue. CCView works 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

- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Real-time performance graphs
- Comprehensive PBX ACD statistics and reports
- Pre-defined report templates for quick report generation with customization
- Global filtering and Security password levels
- Multiple Supervisors
- Call Record ready

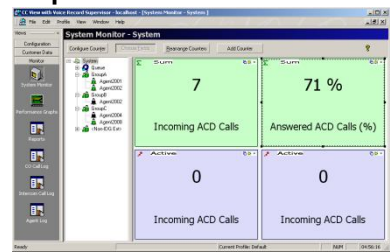
## ► System Configuration



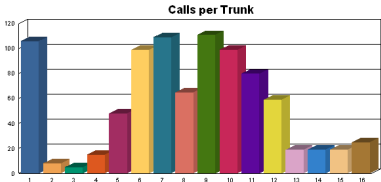
## Features

- 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
- Call traffic activity
- PBX line/ Dialed number
- Call duration
- Customer Name
- Lost calls
- Incoming calls for ACD
- Queue time, Overflow calls, No Answered calls and many more

## Supervisor Window



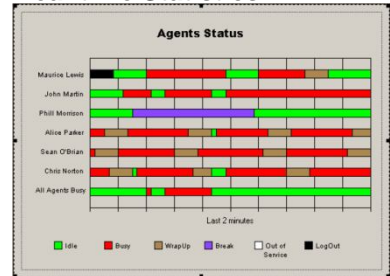
## Call Statistics



## CO Call Log

Call ID	Time	Extension	Customer	Call	State	Transfer/Op	Call
1	11:00:00	1100	1100	1100	1100	1100	1100
2	11:00:01	1100	1100	1100	1100	1100	1100
3	11:00:02	1100	1100	1100	1100	1100	1100
4	11:00:03	1100	1100	1100	1100	1100	1100
5	11:00:04	1100	1100	1100	1100	1100	1100
6	11:00:05	1100	1100	1100	1100	1100	1100
7	11:00:06	1100	1100	1100	1100	1100	1100
8	11:00:07	1100	1100	1100	1100	1100	1100
9	11:00:08	1100	1100	1100	1100	1100	1100
10	11:00:09	1100	1100	1100	1100	1100	1100
11	11:00:10	1100	1100	1100	1100	1100	1100
12	11:00:11	1100	1100	1100	1100	1100	1100
13	11:00:12	1100	1100	1100	1100	1100	1100
14	11:00:13	1100	1100	1100	1100	1100	1100
15	11:00:14	1100	1100	1100	1100	1100	1100
16	11:00:15	1100	1100	1100	1100	1100	1100

## Real-time Statistics



## 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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