

Panasonic

ideas for life

Enhanced Communication Solution with Communication Assistant

The Panasonic Communication productivity suite is a highly intuitive PC-based software application suite that converges telephony with a screen-based presence, ready availability, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.



You can check availability status from a PC, for smooth communication always.



You can monitor remote locations with a single click by connecting a Network Camera.



You can record entire conversations, for easier management of phone records.

Enhanced Point-and-Click Communications

You save time and enjoy smoother communications by checking the status of your co-workers on a PC screen right at your desk. You can also make calls, send e-mails or chat with others, depending on the situation. Choose the most suitable communication method.

Simply press a button to select the optimal communication for each situation.

Network Camera Integration with Communication Assistant

Panasonic Network Cameras can also be integrated, allowing users to answer a Doorphone and open the door after viewing the Network Camera video feed on screen. Moreover, a single button lets you monitor a warehouse from Network Camera images right on your desktop PC, and hold simple TV conferences with branch offices.

Simple TV Conference

Monitoring

Doorphone Link

Link with Voice Mail for Even Greater Convenience

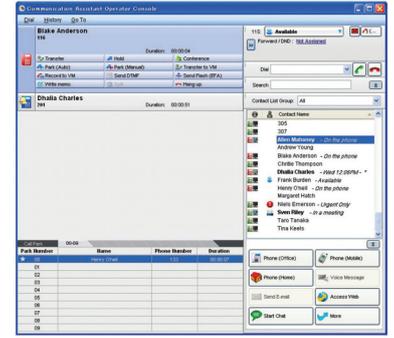
Companies using the optional advanced KX-TVM Voice Messaging solution can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant. You can play messages that you received and search for specific voicemails by the caller's name or recording date on your PC. This lets you manage them just like business records.

Voice Mail Assistant

Other Communication Assistant Features

For Operator or Receptionist Communication Assistant Operator Console

You can manage and redirect multiple calls simultaneously. Call parking and extension management features are available for managing a large number of call traffic. Parked calls are put on hold and pooled into a common parking zone, and can be retrieved by any extension user. You can also easily forward calls using the drag and drop function displayed on your PC.



For Team or Executive User Communication Assistant Supervisor

The supervisor can monitor each agent's phone status and also remotely log-in a currently logged out agent's extension, or log-out an agent phone with simple mouse operation using CA Supervisor. CA Supervisor can also monitor various important call centre statics.



Communication Assistant(CA) Specification

	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Maximum Users(PBX Only / With CA Server)	128 / 256	128 / 256	128 / 128	4 / 128
Built-in License	KX-NCP500/1000	5(free additional license)	2*	—
	KX-TDE100/200	10(free additional license)	4*	—
	KX-TDE600	20(free additional license)	8*	—
Call Contact	10		1000	
Call History	10		1000	
Multi Site Communication(Networking)	No		Yes	
CRM Integration by TAPI	No		Yes	
Thin Client Support	Yes		Yes	

* 60 day trial installations

Note: Functions and maximum capacity vary depending on the KX-NCP/TDE software version.

System Connection Diagram

