

Polys Inc. is a Gold Partner of Panasonic Solution Developer Network for Communication Products (PSDN-C).

Panasonic Solution Developer Network for Communication Products

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 brochure, in accordance with the 'self-test' specification provided by Panasonic. Each application supporting the PBXs are listed here http://panasonic.net/pcc/products/pbx/solutions/3rdparty_program/



GET DEEPER VISIBILITY INTO YOUR COMMUNICATION SYSTEM ACTIVITY



DIFFERENTIATORS

- Very suitable for any type of businesses that use Panasonic PBXs
- Provide all information you need whenever is required by just a few clicks
- Strongest reliability by the highest integration with Panasonic telephony system
- One year of free support services included within initial purchase
- Monitor unlimited number of trunks and extensions

Polys **CCView** is the perfect solution that gives the ability to track and control Panasonic telephony system usage, helping to make correct decisions. It provides a web interface that is easy to use and access, without installing any application on the user's PC.

REAL-TIME MONITORING gives information about calls in progress - duration, ring time, transfer, hold, overflow, queue, agent status, user status and call monitor/ barge-in.

LIVE ACD STATISTICS brings a quick overview of real-time call statistics, detailed metrics for departments and entire telephone system using the intuitive and customizable dashboards. Threshold alarms can be set on Counters and Timers.

CALL LOG provides all the data regarding inbound and outbound calls with advanced searching and filtering capabilities.

REPORTING provides historical data, organized to get the best overall view over the statistics and performance. It provides a set of predefined reports and the ability to design new reports that will help you to always get the exact data you need.

DIAL OUT NOTIFICATION monitors special numbers and sends automatic alerts directly on the Panasonic phones every time those numbers are dialed out. For example, if 911 urgency number is dialed, the appropriate staff receives notification.

CALL ACCOUNTING, BILLING AND OUTBOUND CALL BUDGETING

Call Accounting feature included in CCView, allows you to create a variety of historical call reports.

By configuring the cost per minute/second you can generate various cost report at line, extension or user level.

You can now configure PIN and budget limit for each user of the PBX system, e.g. PIN 2233 – \$140, PIN 4453 – \$200, etc.

If the PIN budget is exceeded, the call gets disconnected and no further outgoing calls are possible.

ENTERPRISE SPREAD SOLUTION

You no longer need to redo reports from multiple telephony sites to see all the activity within your organization. Multiple different Panasonic PBXs that are networked together can be monitored with CCView.

ADD-ONS TO CCVIEW

CALL RECORDING

It records on trunk (Analog, E1/T1 PRI, SIP) or extension level (Analog, Digital, SIP, proprietary IP). Call Recording can be an essential medium for training, reducing conflicts and avoid potential liabilities. Protect sensitive data from fraud and leaks by using start/stop recording feature and strong encryption of the conversation providing tamper resistant recordings.

You can easily search for a specific call recording by extension, date and time, line number, caller ID information, calling name, and more.

ENHANCED PRODUCTIVITY AND CRM INTEGRATION

Handle your incoming calls more efficiently and spend more time serving your customers with CRM Pop-up Integration tool.

CRM Pop-up Integration can combine the call data with the customer's existing CRM system or database to enable a screen pop-up that displays the customer's information or call history before the call is answered.

CRM integration ranges from industry-standard systems, such as MS Dynamics or Salesforce, to any of the shelf or custom made CRMs using SQL data base or web-based technology.



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Panasonic Solution Developer Network
for Communication Products



KEY FEATURES

- Compatible with Panasonic KX-NS/ TDE/ NCP/ TDA PBX series
- Web based user interface
- Multiple Supervisors with their own layouts and filters
- Real-time call activity monitoring
- Full PBX live ACD statistics, reports and call logging
- Enhanced management of statistic counters and timers
- Multiple predefined report templates
- Call accounting, billing and budgeting
- Send notifications to Supervisors regarding what special phone number was dialed out
- Security password levels
- Connect to multiple Panasonic IP-PBXs simultaneously
- Multi-language support
- Increased functionality by add-ons (recording, enhanced productivity, fraud protection, queue announcer with callback)

Also, a built-in CRM database is provided for general purposes.

QUEUE ANNOUNCER WITH CALLBACK

Informs the callers about the estimated waiting time and the position in the queue, and provides them with callback option without losing their position in queue.

CALL FRAUD PROTECTION

Restrict the unwanted calls based on extension and trunk monitoring rules.

Allow or reject calls based on monitored extensions or trunks and receive notifications by email or SMS every time a call has been blocked.

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