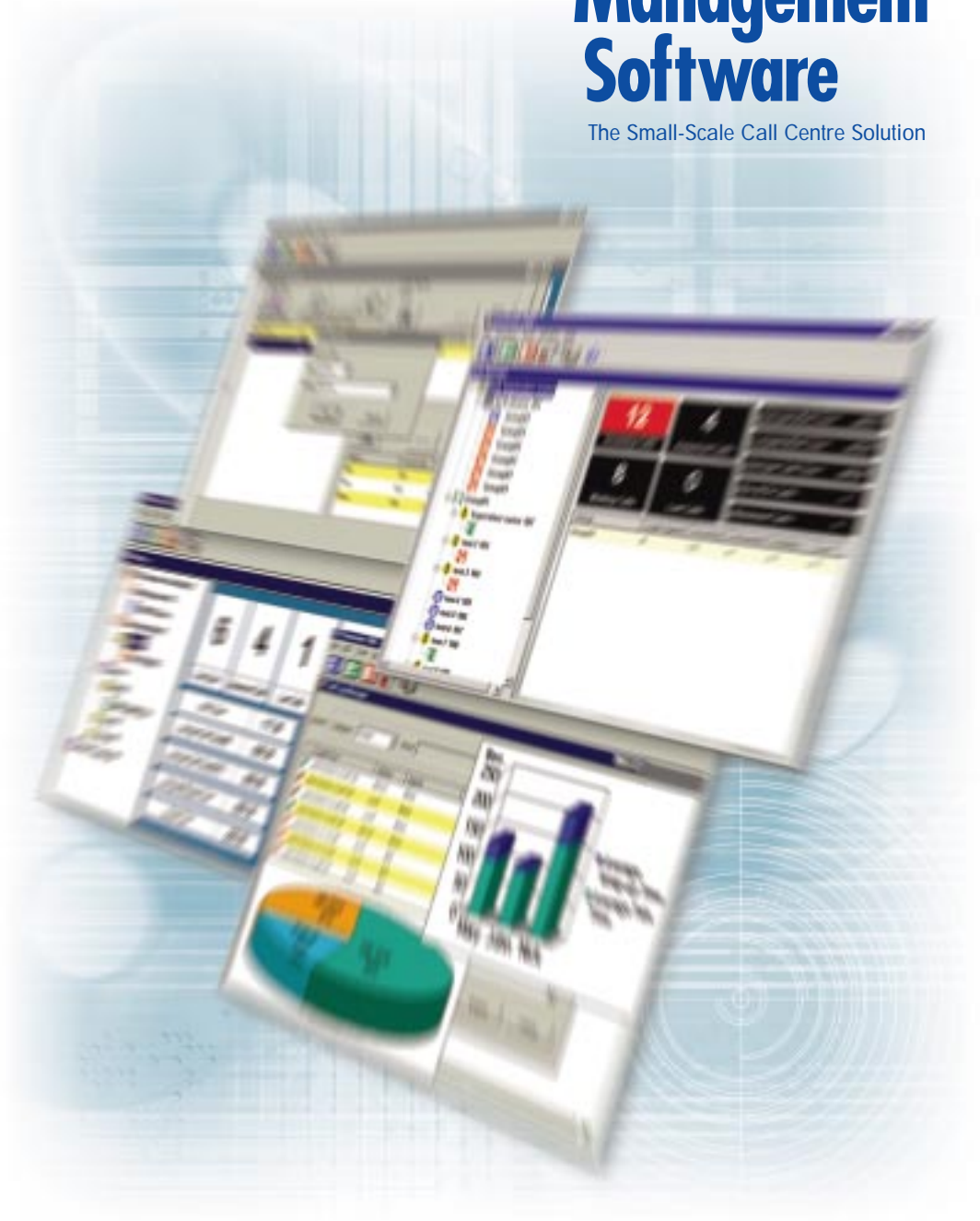


Call Centre Management Software

The Small-Scale Call Centre Solution



Advanced Agent Management



It would be wrong to believe that call centres are limited to companies with active agents answering phone calls all day. On the contrary, any organisation with two or more persons assigned to handle inbound calls is, in fact, a call centre.

Call Centre Management software is designed to bring advanced call centre functions to users of Panasonic PBX systems such as the KX-TD816, TD1232 and TD500, which come equipped for basic call centre operations. With this software, these systems can be controlled from a PC through a CTI interface to provide such functions as dynamic call treatment table management, agent management, real-time monitoring and call centre performance analysis.

Oftentimes, the difference between gaining or losing a new customer can hinge on a single telephone call. Panasonic's call centre solution makes sure that every telephone call works in your favour.

Automatic Call Distribution

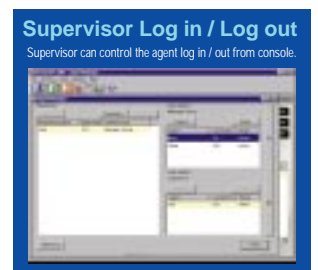
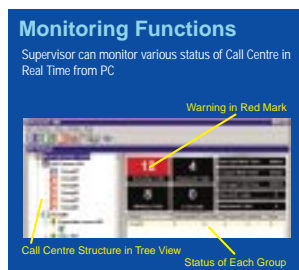
Call Centre Management software can create up to 16 ACD (Automatic Call Distribution) groups. It routes incoming calls to specific groups according to DDI (Direct Dialling Inward) numbers and can direct them to the longest-idle group extension, to equalise agent workloads. When a caller has waited a certain amount of time, he or she will be asked to leave a voice mail message.

Call Centre Management from the Supervisor Console

Agent registration and call treatment tables can be set up from the supervisor console, where he or she can also control agent log in/out and change the table at any time according to call traffic status.

Monitoring and Reporting Functions

A clear knowledge of actual operating performance is vital to optimising call centre management. Panasonic Call Centre Management software lets supervisors monitor real-time parameters such as agent status, queue status and agent/group performance. It also provides a reporting function for the detailed analyses needed to improve call centre performance.



Specifications

Model	KX-A296	KX-A297
Applicable PBX	KX-TD816/1232*	KX-TD500
Agent ID Registration	128	512
Agent Log-in per System	16	24
Agent Log-in per ACD Group	16	24
Supervisor Log-in per System	1	1
Max. ACD Groups**	16	16
Max. Calls per Hour	1000***	1500***
CPU	Pentium III 500MHz	
RAM	128MB	
HDD	40MB Free Space	
OS	Win98 / 2000 / NT4 SP5 / ME	
Copy Protection	Hardware key (dongle for Parallel Port)	

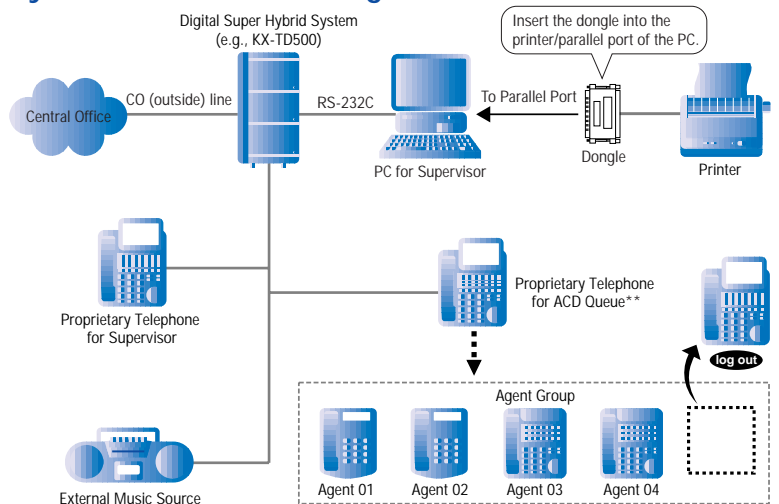
<Important>

* This software cannot be used with the KX-TD1232 double cabinet.

** One 24 CO Key Digital System Telephone (or T75 Series + T7545) extension is required per system. A total of 24 calls (talking + ringing + queuing) can be handled per system simultaneously.

*** Actual performance varies from 60% to 100% of this figure, depending on the traffic pattern of the PBX.

System Connection Diagram



Panasonic



This product was manufactured by Kyusyu Matsushita Electric Co., Ltd. which has earned ISO9001 and ISO14001 certification.