

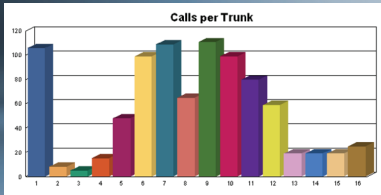
KEY FEATURES

- Enhanced counters and time management tools to monitor call activity
- View ACD statistics, reports and real-time performance graphs
- Predefined report templates for quick generation
- Support for multiple supervisors
- Set security passwords for various access levels

REAL-TIME MONITORING, REPORTING AND NOTIFICATION APPLICATION SOFTWARE

In a time when extreme customer satisfaction and rapid response are critical to an organization's success, Real-time Monitoring, Reporting and Notification gives management the ability to view incoming call statistics in order to quickly and effectively optimize customer service. It's an ideal solution for managers and supervisors of contact centers, healthcare and other organizations who need to know how teams are performing. Whether it's incoming call statistics or alarms that are sent by a patient requesting care, supervisors can easily analyze response times, pinpoint bottlenecks and when necessary, make personnel adjustments to achieve maximum efficiencies.

Real-time Monitoring, Reporting and Notification empowers companies with built-in, robust data-gathering features that lead to smarter forecasting and lower telephony bills. You'll maximize ROI through improved customer relationship management and retention.



CALL STATISTICS

CO Call Log - CO Based

Lookup field: Customer | enter lookup key | File | Field Chooser | Print | Clear

Report: | Schedule Report

Records: From 1 To 208 Out of 208

Call	Date/Time	Completion Time	Customer	Call	Caller	Destination/Out	Out
193	21/09/2007 12:51:29 PM	21/09/2007 12:51:29 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
192	21/09/2007 12:51:18 PM	21/09/2007 12:51:28 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
191	21/09/2007 12:50:59 PM	21/09/2007 12:51:17 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
190	21/09/2007 12:50:57 PM	21/09/2007 12:50:59 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
189	21/09/2007 12:50:56 PM	21/09/2007 12:50:59 PM	Michael Valdez	902102	Incoming	Answer	N/A
188	19/09/2007 06:48:58 PM	19/09/2007 06:48:59 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
187	19/09/2007 06:48:58 PM	19/09/2007 06:48:59 PM	Fox Anderson	N/A	N/A	Outgoing	Out 9021C
186	19/09/2007 06:47:19 PM	19/09/2007 06:47:52 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
185	19/09/2007 06:47:19 PM	19/09/2007 06:47:52 PM	Fox Anderson	N/A	N/A	Outgoing	Out 9021C
184	17/09/2007 03:46:59 PM	17/09/2007 03:47:09 PM	Christopher Lydon	N/A	N/A	Outgoing	Out 9021C
183	17/09/2007 03:44:16 PM	17/09/2007 03:45:02 PM	Fox Anderson	N/A	N/A	Outgoing	Out 9021C
182	17/09/2007 03:43:59 PM	17/09/2007 03:45:02 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
181	17/09/2007 03:42:43 PM	17/09/2007 03:43:29 PM	Christopher Lydon	N/A	N/A	Outgoing	Out 9021C
180	17/09/2007 03:41:14 PM	17/09/2007 03:42:12 PM	Christopher Lydon	N/A	N/A	Outgoing	Out 9021C
179	17/09/2007 03:39:28 PM	17/09/2007 03:40:09 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
178	17/09/2007 03:38:05 PM	17/09/2007 03:40:16 PM	Fox Anderson	N/A	N/A	Outgoing	Out 9021C
177	17/09/2007 03:35:51 PM	17/09/2007 03:35:58 PM	Fox Anderson	N/A	N/A	Outgoing	Out 9021C
176	17/09/2007 03:32:01 PM	17/09/2007 03:32:11 PM	Michael Valdez	N/A	N/A	Outgoing	Out 9021C
175	17/09/2007 03:30:59 PM	17/09/2007 03:31:20 PM	Fox Anderson	N/A	N/A	Outgoing	Out 9021C
174	17/09/2007 03:30:42 PM	17/09/2007 03:31:32 PM	Christopher Lydon	N/A	N/A	Outgoing	Out 9021C

CALL LOG

REAL-TIME MONITORING,
REPORTING AND NOTIFICATION

SYSTEM REQUIREMENTS

- KX-TDE100/200/600, KX-NCP500/1000 and KX-NS700/1000 Communications Server series
- Server Hardware (minimum):
 - Intel® Core™ i5-750 at 2.66 GHz or faster, 8 GB RAM, 100 GB free HDD space, 100BaseT NIC
 - Microsoft Windows Server 2008 R2 SP1 (UAC disabled), Microsoft Windows Server 2012 (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 Professional (UAC disabled), Microsoft Windows 10 Professional (UAC disabled).
- Client Hardware (minimum):
 - Intel® Core™ 2 Quad at 2.83 GHz faster, 2 GB RAM, 100BaseT NIC
 - Microsoft Windows XP Professional SP3, Microsoft Windows Vista Business (UAC disabled), Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 Professional (UAC disabled), Microsoft Windows 10 Professional (UAC disabled).

ONE PARTNER. BUSINESS SMART SOLUTIONS.

Ask us about our comprehensive suite of professional service solutions* including:

- System architecture and design
- Complete rollout plan, installer management certifications and scheduling services
- Purchasing, logistics and warehousing of all equipment
- Financing options
- Hardware/software compatibility testing
- Remote device control integration for system management and remote diagnostics
- System installation and integration

* Optional, fee-based services offered by Panasonic and our partner, Poltys.

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