

KEY FEATURES

- Announces estimated queue position and wait time
- Configurable call destination group lists
- Offers on-hold callers the choice to opt out for callback
- Connects to Communications Server using SIP extensions
- Compatible with Panasonic KX-TDE/NCP/NS Communications Servers

WAIT TIME ANNOUNCER APPLICATION SOFTWARE

Wait Time Announcer is the perfect complement to a busy contact center looking to smooth out call volume spikes while providing unparalleled levels of service to their callers on hold. Empowering your callers with options—stay on the line, leave a voice mail or call back later—shows you're engaged and care about their needs. Announcing queue position and/or approximate wait times lowers call abandonment rates. Providing call back options not only decreases call-handle time, but lowers telecom costs as well.



WAIT TIME



AGENT TIME



CUSTOMER SATISFACTION

WITHOUT WAIT TIME ANNOUNCER

WITH WAIT TIME ANNOUNCER (WAIT IN QUEUE)

WITH WAIT TIME ANNOUNCER (CALL BACK)



WAIT TIME ANNOUNCER

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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