



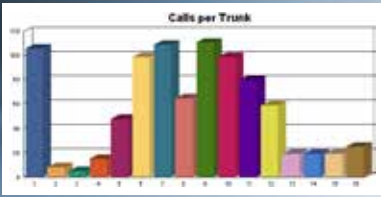
KEY FEATURES

- 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

Call ID	Call Time	Call Duration	Call Type	Call Status	Call Reason
123	21-04-2011 10:10 AM	2:45:00	Call	Success	Call
124	21-04-2011 10:15 AM	2:45:00	Call	Success	Call
125	21-04-2011 10:20 AM	2:45:00	Call	Success	Call
126	21-04-2011 10:25 AM	2:45:00	Call	Success	Call
127	21-04-2011 10:30 AM	2:45:00	Call	Success	Call
128	21-04-2011 10:35 AM	2:45:00	Call	Success	Call
129	21-04-2011 10:40 AM	2:45:00	Call	Success	Call
130	21-04-2011 10:45 AM	2:45:00	Call	Success	Call
131	21-04-2011 10:50 AM	2:45:00	Call	Success	Call
132	21-04-2011 10:55 AM	2:45:00	Call	Success	Call
133	21-04-2011 11:00 AM	2:45:00	Call	Success	Call
134	21-04-2011 11:05 AM	2:45:00	Call	Success	Call
135	21-04-2011 11:10 AM	2:45:00	Call	Success	Call
136	21-04-2011 11:15 AM	2:45:00	Call	Success	Call
137	21-04-2011 11:20 AM	2:45:00	Call	Success	Call
138	21-04-2011 11:25 AM	2:45:00	Call	Success	Call
139	21-04-2011 11:30 AM	2:45:00	Call	Success	Call
140	21-04-2011 11:35 AM	2:45:00	Call	Success	Call
141	21-04-2011 11:40 AM	2:45:00	Call	Success	Call
142	21-04-2011 11:45 AM	2:45:00	Call	Success	Call
143	21-04-2011 11:50 AM	2:45:00	Call	Success	Call
144	21-04-2011 11:55 AM	2:45:00	Call	Success	Call
145	21-04-2011 12:00 PM	2:45:00	Call	Success	Call

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 (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 (UAC disabled)

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