



## 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.



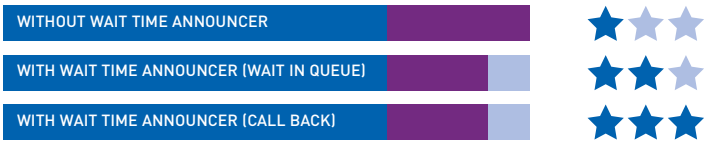
WAIT TIME



AGENT TIME



CUSTOMER SATISFACTION



# 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 (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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