

ALWAYS MORE
THAN YOU EXPECT **COMMUNICATIONS
ASSISTANT v4**

INSTANT **PRESENCE AND AVAILABILITY**
ENHANCE PRODUCTIVITY AND COLLABORATION



COMMUNICATIONS ASSISTANT VERSION 4

Panasonic Communication Assistant (CA) productivity software suite is a highly intuitive unified communications solution that blends easy point and click telephony together with presence, availability, Microsoft Outlook® integration, visual voice messaging and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

The software supports two types of deployments - (a) CTI Server-less deployment - for single site small to medium businesses and (b) CTI Server based deployments - to support multi-site companies with up to eight separate locations, and up to four locations running on a single server. The communication assistant client can be installed in four different modes depending on the set of features required.



Presence and Availability



Outlook Integration

Start Time	Disconnect Time
28/11/2011 16:19:57	28/11/2011 16:22:48
30/11/2011 18:33:51	30/11/2011 18:33:54
30/11/2011 12:03:42	30/11/2011 12:06:51
28/11/2011 15:07:06	28/11/2011 15:09:13
28/11/2011 14:59:44	28/11/2011 15:00:26
28/11/2011 12:04:39	28/11/2011 12:12:14
28/11/2011 08:54:05	28/11/2011 08:55:34
28/11/2011 08:12:11	28/11/2011 08:12:15
28/11/2011 08:04:06	28/11/2011 08:04:13
28/11/2011 11:46:05	28/11/2011 11:46:06
28/11/2011 11:46:05	28/11/2011 11:46:06

Call tracking

KEY FEATURES

- Point and Click Call Control
- Rich Availability and Presence Functionality
- Team Collaboration Tools
- Contact Search by "Group"
- Automatic Presence Change
- Integrates with LDAP Server
- Instant Messaging (Chat)
- Chat Proceeding Indication
- Chat Call back
- Visual Voice Messaging with built-in VMA module
- Unified Messaging via optional KX-TVM50/TVM200
- Integration with Microsoft® Outlook® 2003/2007
- Door Phone and Sensor Control
- IP Camera Integration and Control
- Call History, Calls Made, Calls Missed
- Call Centre Features
- Agent Login/Logout and Wrap-up
- Supervisor Group Call Monitoring and Management



NS1000

GET EVEN MORE GREAT BENEFITS WHEN YOU COMBINE CA AND THE NS1000

- Full support of the our new range of KX-UT series of SIP terminals
- Get voice and fax message support through the MS Outlook Toolbar
- Support up to 16 sites and 1000 clients



Point and click call control

CA CLIENTS

The Communication Assistant client can be run in four different modes, depending on the license, designed to suit your business needs.

CA Basic-Express

Point and click telephony, with basic CTI features. Licenses for CA Basic Express are included as standard with Panasonic Business Communication Platforms.

CA Professional

Intuitive, fully featured point and click telephony. Offers real-time presence and availability, and optional integration with many leading Customer Relations Management (CRM) applications.

CA Supervisor

For team leaders, managers and supervisors to easily monitor and manage telephony activities of group members and agents, in real-time

CA Operator Console

Fast, effective management of high call volumes for receptionists and operators. Simple, intuitive drag and drop call control allows company communications between customers and colleagues to be handled efficiently and quickly.

CA SUPERVISOR

The CA Supervisor application is an indispensable productivity tool for team managers and supervisors. The software allows team leaders an easy way to keep an eye on all their team members' telephony communication activities. Group leaders can easily monitor team members' phone status, call details, presence and availability - perfect for managing an informal call centre or a small team receiving customer calls. In addition to the features supported by CA Professional, the following key features are additionally supported:

Dashboard for Call Distribution ICD Group

Manage Team Member Calls

Remote Agent Login/Logout
Redirect Calls

Call Monitoring

Silent Call Monitoring
Busy Override
Take Over Call

Quick Reports

Total Incoming Call
Average Answer time
Overflow Calls
Lost Calls

CA OPERATOR CONSOLE

The Communication Assistant Operator Console application is designed for the busy office receptionist. On top of the standard CA Professional features, CA Operator Console includes a call handling console, optimised to handle multiple telephone calls using either mouse clicks or quick keyboard operations. The console application allows operators to quickly, efficiently and professionally handle all company communications between customers and colleagues. Key features include:

- Point and Click Operation
- Handle Multiple Calls
- Drag and Drop to perform Call Transfer
- Drag and Drop to Park/Retrieve Calls
- Monitor CO Line Status
- Change Office Colleague Extensions
- Call Forward
- DND
- Extension Lock
- Absent Messages

Operator Console also supports these additional features:

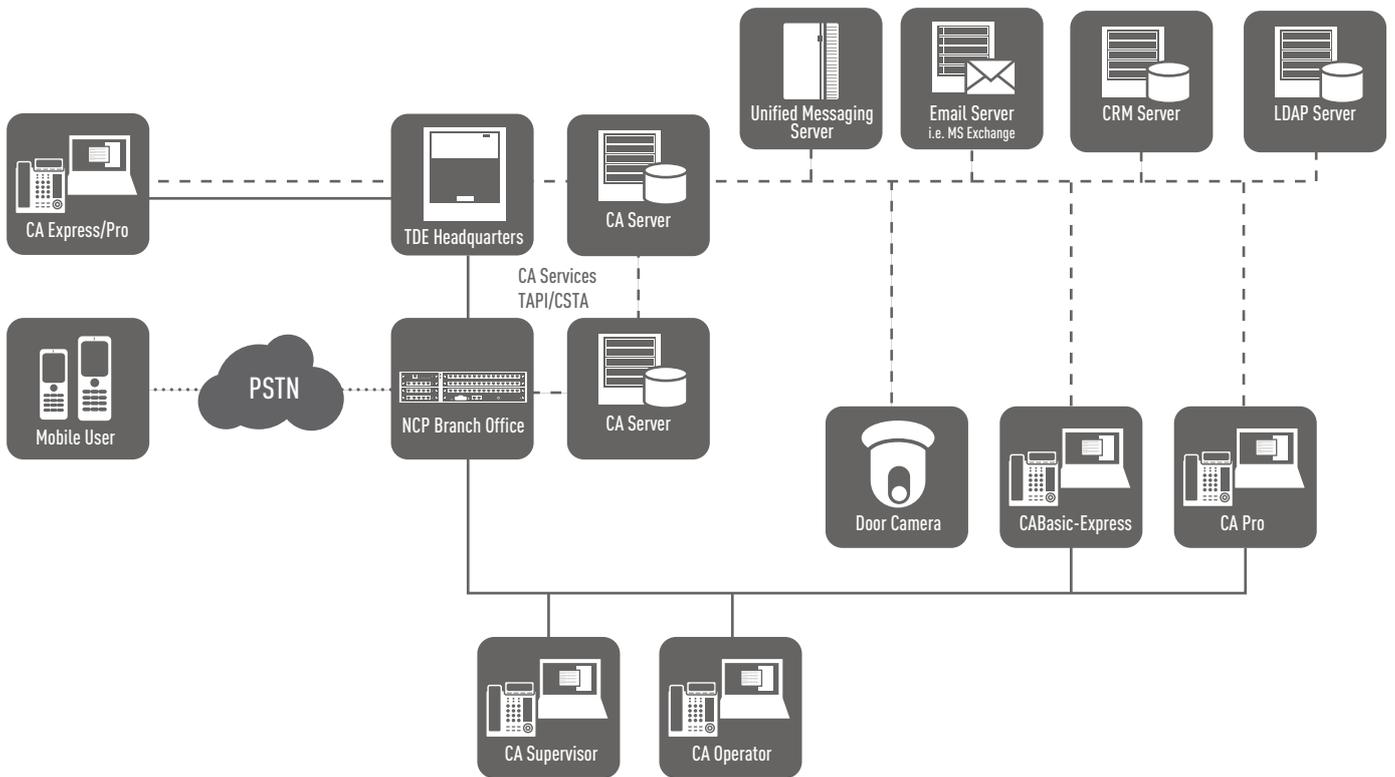
- IP Softphone
- ICD Group Agent Features
- Multi-site networking

KEY BENEFITS

- Conferencing – Use easy 'drag and drop' conferencing across multiple locations. Mute, hold or drop local and remote conference participants
- Listen In – Manage networked call groups with the ability to listen in on conversations at remote networked locations.
- Call Pickup
- Busy Override
- Enhanced Status Information for Networked users
- Easy, user-friendly Operation - Simple and intuitive GUI design gives access to advanced system features with less training. Easy setup and customisation means users can configure CA to their own needs, with personal contact lists and quick keyboard shortcuts. Visual interface allows a quick overview of who is available to handle calls, maximising productivity
- Effective Visualisation - Automatic presence and availability display for easy management call history at a glance for fast access to recent callers
- Business Application Integration - Full, integrated access to unified messaging system MS Outlook, Exchange scheduler and CRM integration with IP network cameras

Listen in and monitor calls





ENHANCE PRODUCTIVITY AND COLLABORATION

Communication Assistant comes with various options that can be enabled to enhance the application for improved productivity.

- VoiceMail Assistant**
 A Unified Messaging module that allows users to visually manage their voicemail messages. Modes supported: All*
- Softphone**
 Allows users to use their computers over broadband IP networks - as office extensions. Modes supported: All
- Network Support**
 Allows users to view presence and easily communicate with colleagues across multiple sites and systems. Modes supported: Pro/Supervisor/Operator Console
- Group Agent Features**
 Allows users in informal call centres to have point-click access to common agent features - such as login/logout, wrap up, etc. Modes Supported: Pro/Supervisor/Operator Console
- Thin Client Support**
 Supports Microsoft Windows and Citrix XenApps Terminal Server environment

MULTI-SITE SUPPORT

Up to 16 NS1000 units can be networked using "OneLook" to appear as a single PBX. CA can controls all sites' extensions in the One Look system without CA server (up to 240 clients, or up to 1022 clients with CA server). CA Operator Console can therefore be used to manage up to 16 separate sites transparently.

ENHANCED CALL LOGGING

Calls missed while the user is logged off are added to the CA call history for use upon login, so missed calls can be returned (server mode only).

*VMA is not supported on NS1000

SUPPORT FOR MICROSOFT EXCHANGE SCHEDULER INTEGRATION

Schedule information obtained from Exchange Server is used to automatically update presence information, absence messages and voice mail greetings on the PBX.

ENHANCED OUTLOOK TOOLBAR WITH NEW FUNCTIONALITY

Outlook toolbar supports the viewing of fax messages and listening to voice messages after these messages are received as email data from Unified Messaging system. Previous version (3.0) offered only basic call control. The new version offers full, searchable call history, presence and call status in addition to improved call control.

ENHANCED CRM INTEGRATION

CA now supports various Customer Relations Management (CRM) software applications via the optional iLink CRM extensions, including incoming call screen popups and 'click to dial' within 3rd party applications.

Some examples of supported applications include:

- Act! 2012 Professional
- IBM Lotus Notes
- Microsoft Dynamics CRM
- Sage CRM
- Maximiser CRM
- Sugar CRM
- Salesforce.com
- Netsuite

SPECIFICATIONS

PLATFORMS		KX-NCP (500/1000), KC-TDE (100/200/600), NS1000 with Communication Assistant Server				KX-NCP (500/1000), KC-TDE v3 or above (100/200/600), NS1000 - Serverless (PBX only)			
CA CLIENT		Basic-express	Pro	Console	Supervisor	Basic-express	Pro	Console	Supervisor
SPECIFICATIONS	BUILT-IN	All users	2/4/8*1	-	-	240	2/4/8*1	-	-
	ADDITIONAL USERS	-	Activation Key*2	Activation Key*2	Activation Key*2	-	Activation Key*2	Activation Key*2	Activation Key*2
	MAX USERS*3	1022	1022	128	128	240*4	240*4	128	4
	PRESENCE	Yes*5	Yes	Yes	Yes	Yes*5	Yes	Yes	Yes
	INSTANT MESSAGING (CHAT)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CALL HISTORY (ENTRIES)	10	1000	1000	1000	10	1000	1000	1000
	CONTACT (ENTRIES)	10	1000	1000	1000	10	1000	1000	1000
	DIAL FROM ANY APPLICATION	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	MS OUTLOOK TOOLBAR	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	TAPI INTEGRATION	No	Yes	Yes	Yes	No	Yes	Yes	Yes
	LDAP (OUTBOUND)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	VOICEMAIL ASSISTANT*6	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	THIN CLIENT SUPPORT*7	Yes	Yes	Yes	Yes	No	No	No	No
	IP SOFTPHONE MODULE*8	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	NETWORK*9	No	Yes	Yes	Yes	No	No	No	No
	GROUP AGENT FEATURES	No	Yes	Yes	Yes	No	No	No	No
CONFERENCING	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
MS EXCHANGE INTEGRATION	-	NS1000 only	NS1000 only	NS1000 only	-	-	-	-	

*1. Depends on Platform Selected

*2. Downloadable Activation key required.

*3. Limited to platform capacity

*4. NCP/TDE must support V4.2 or higher

*5. Presence indication when icon clicked

*6. Voicemail assistant not supported on NS1000.

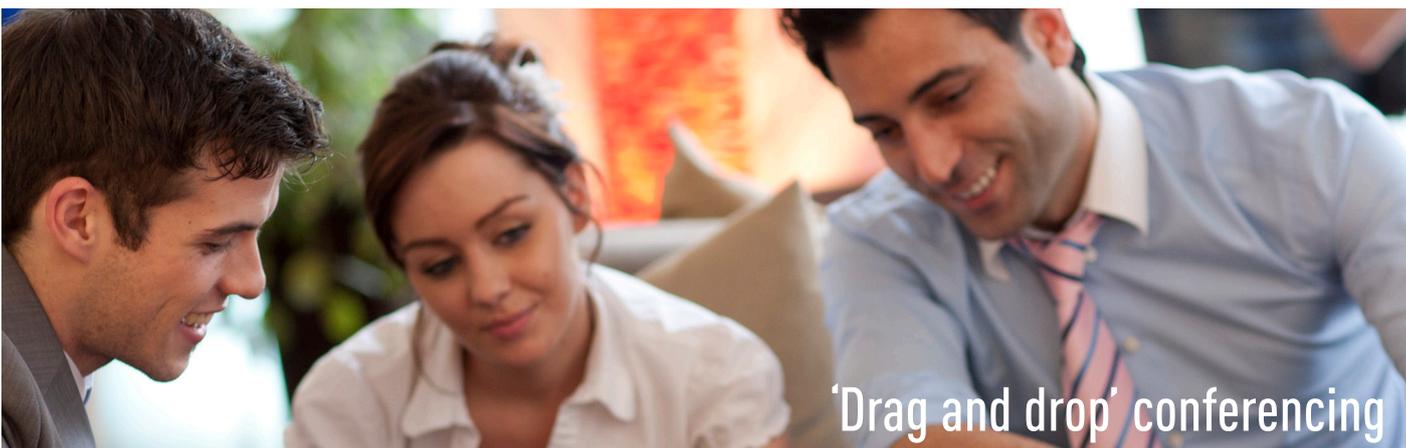
*7. 1 license is required per CA Server

*8. Activation Key required. 60 day trial available in serverless mode. Number of users is limited by the platform capacity

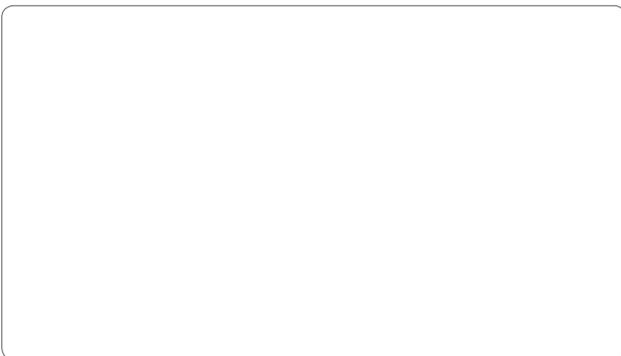
*9. CA Server is required. Max 8 Sites supported.

SYSTEM REQUIREMENTS

SYSTEMS	PLATFORMS SUPPORTED	WITH CA CTI SERVER	KX-NCP, KX-TDE, NS1000
		WITHOUT CA CTI SERVER	KX-NCP, KX-TDE v3, NS1000
	MESSAGING		KX-TVM50, KX-TVM200
	COMMUNICATION LINK		TCP/IP (LAN)
	SYSTEM PHONES SUPPORTED		DPT/IP, PT/DECT, PS/APT
CA SERVER REQUIREMENTS	CPU		2.0 GHz Intel Pentium/Celeron Family/Compatible
	OS		Windows XP Professional SP2 (CPU:32bit), Windows Server 2003 Standard Edition (CPU:32bit), Windows Vista Business (CPU:32bit), Windows Server 2008 Standard Edition (CPU:32bit), Windows 7 Professional
	HARDDRIVE		Capacity: 2GB
	RAM (MEMORY)		1GB
CLIENT PC SOFTWARE	OPERATING SYSTEMS		Windows XP SP2 or above, Windows Vista Business, Windows 7 Professional
CLIENT PC HARDWARE: RECOMMENDED FOR CA CLIENT BASIC, EXPRESS & PRO	CPU		2.0 GHz Intel Pentium/Celeron Family/Compatible
	HARDDRIVE		2.0GB free space
	RAM (MEMORY)		1GB
	DISPLAY		1280 x 1024, 16 bit, 256 colours (or higher)
	LAN (ETHERNET)		100BaseT



'Drag and drop' conferencing



Panasonic

ideas for life

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