



COMMUNICATION ASSISTANT BROCHURE

EVERY
CALL
MATTERS

EVERY
CALL
MATTERS



ENHANCE TEAM COLLABORATION



Panasonic Communication Assistant Unified Communications (UC) productivity applications converges business telephony together with point and click computer based operations - providing businesses with the necessary communication tools that enable companies to be more nimble - improving employee productivity, business profitability and enhancing customer service.

More and more businesses are moving away from just the traditional desktop working environment, as more employees go mobile - working on the move, from home, moving between various offices/branches or travelling anywhere around the globe. In such dynamic work environments it is essential that people in a business can effectively communicate easily - anytime, anywhere.

Panasonic Communication Assistant Unified Communications (UC) productivity applications help businesses stay in touch with customers, suppliers and colleagues - wherever they may be, by streamlining business communication processes and allowing anytime, anywhere access to business communications.

The software supports two types of deployments:

- (a) Server-less deployment - for single site small to medium businesses.
- (b) Server based deployments - to support multi-site companies with up to eight (8) separate office locations.

▶ CA CLIENTS

The communication assistant clients applications have been designed to run in four different modes. These are:

CA Basic-Express

– Point and click telephony – basic features.

CA Pro

– Intuitive point and click telephony – fully featured with real-time presence and availability.

CA Supervisor

– For Team Leaders, Managers or Supervisors to easily monitor and manage real-time telephony activities of group members and agents.

CA Operator Console

– A company receptionist can use the Console application to quickly and easily handle all calls, professionally handling company communications between customers and colleagues.



CA PRO

REMOTE WORKER USING SOFTPHONE



CA BASIC EXPRESS

OFFICE WORKER



CA OPERATOR CONSOLE

RECEPTIONIST HANDLING CUSTOMER CALLS



CA SUPERVISOR

SUPERVISOR SUPPORTING TEAM MEMBERS



COMMUNICATION ASSISTANT ENABLES BUSINESSES TO IMPLEMENT UNIFIED COMMUNICATIONS - ENHANCING BUSINESS PRODUCTIVITY.

▶ ENHANCE PRODUCTIVITY AND COLLABORATION WITH COMMUNICATION ASSISTANT

Communication Assistant applications are highly intuitive UC client solutions that blends easy point and click telephony together with presence and availability, Microsoft Outlook® integration, Unified Messaging and a variety of collaboration tools to simplify and enhance real-time communications for all standard business telephony users. These applications help businesses improve employee efficiency and productivity and help streamline office communications. Key features include:

- ▶ View Real time Availability and Presence
- ▶ Visually Dial Contacts
- ▶ Check Presence across Multi-Site Network
- ▶ Incoming Call Popup
- ▶ IP Softphone Option for remote workers
- ▶ Desktop CRM Integration (TAPI Based)
- ▶ Visual Access to Common Phone Functions
- ▶ 12 Button Dockable Feature Toolbar
- ▶ Unified Messaging using Voice Mail Assistant (VMA) (note: Optional TVM50 or TVM200 required).
- ▶ Microsoft Outlook Integration
- ▶ Chat / Instant Messaging
- ▶ Fully Searchable Call History
- ▶ Support LDAP - Example: Microsoft Active Directory
- ▶ ThinClient Environment Supported
 - Microsoft Terminal Services
 - Citrix XenApp

▶ KEY BENEFITS

Easy & User-friendly Operation

- Simple and intuitive GUI design
- Easy settings & customisation
- Quickly see who is available to handle calls

Effective Visualisation

- Automatic Presence and Availability display
- Call History at a glance

Business Application Integration

- Full access to Unified Messaging
- MS Outlook and Desktop CRM Integration
- Integration with IP Network Camera

(Panasonic HX-HCM/BB-HCM/BL-C series cameras)

► COMMUNICATION ASSISTANT SUPERVISOR

Communication Assistant 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 member's 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 Pro, the following key features are additionally supported:

► Dashboard for Call Distribution ICD Group

► Call Monitoring

- Silent Call Monitoring
- Busy Override
- Take Over Call

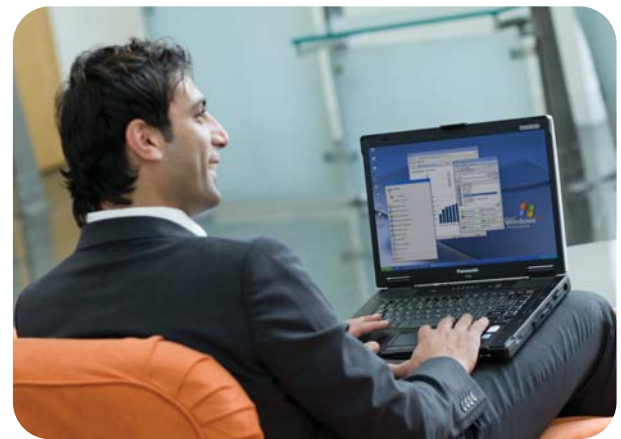
* The use of Call Monitoring is subject to the approval within each country and best business practices.

► IP CAMERA INTEGRATION WITH COMMUNICATION ASSISTANT

Panasonic IP cameras can also be easily integrated, allowing users to monitor and control door access while reviewing the IP camera video feed on screen.

► CASE 1 : DOOR PHONE INTEGRATION WITH IP CAMERA

Office member can check a visitor via IP camera when the visitor presses the door phone button.



A TEAM MANAGER USING CA SUPERVISOR

► Manage Team members Calls

- Remote Agent Login/Logout
- Redirect Calls

► Quick Reports

- Total Incoming Calls
- Average Answer Call
- Overflow Call
- Lost Call



► CASE 2 : REMOTELY MONITOR PLACES SUCH AS A WAREHOUSE, CAR PARK OR SHOP

Business Owner or Manager can remotely monitor activities in areas such as warehouse, or shop from the convenience of their desk.

▶ OPERATOR CONSOLE FEATURES

Communication Assistant operator console application is designed for the busy office receptionists - offering on top of the standard CA Pro features - console features - 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 FWD
 - DND
 - Extension Lock
 - Absent Messages



CA - PROVIDING UNIFIED COMMUNICATIONS



RECEPTIONIST USING COMMUNICATION ASSISTANT

Operator Console also supports the following additional options:

- ▶ IP Softphone
- ▶ ICD Group Agent Features
- ▶ Multi-Site Networking

▶ BASIC-EXPRESS INCLUDED AS STANDARD

60 day Trial is available for businesses to try out Communication Assistant software using CA Pro mode, while Basic-Express mode is available as standard for all* users.

* Depends on platform and deployment type. Requires downloadable activation keys. See specification details.



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COMMUNICATION ASSISTANT

Panasonic Communication Assistant 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 (8) separate office locations. The communication assistant client can be installed in four different modes depending on the set of features - required.

▶ CA Basic-Express

– Point and click telephony – basic features including MS Outlook Toolbar.

▶ CA Pro

– Intuitive point and click telephony – fully featured with real-time presence and availability indication.

▶ CA Supervisor

– For Team Leaders, Managers or Supervisors to easily monitor and manage real-time telephony activities of group members and agents.

▶ CA Operator Console

– A company receptionist can use the Console application to quickly and easily handle all calls, professionally handling company communications between customers and colleagues.

▶ OPTIONS

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

• VoiceMail Assistant (VMA)

– A Unified Messaging module that allows users to visually manage their Voice 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 multi-sites (multi-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.



▶ KEY FEATURE HIGHLIGHTS

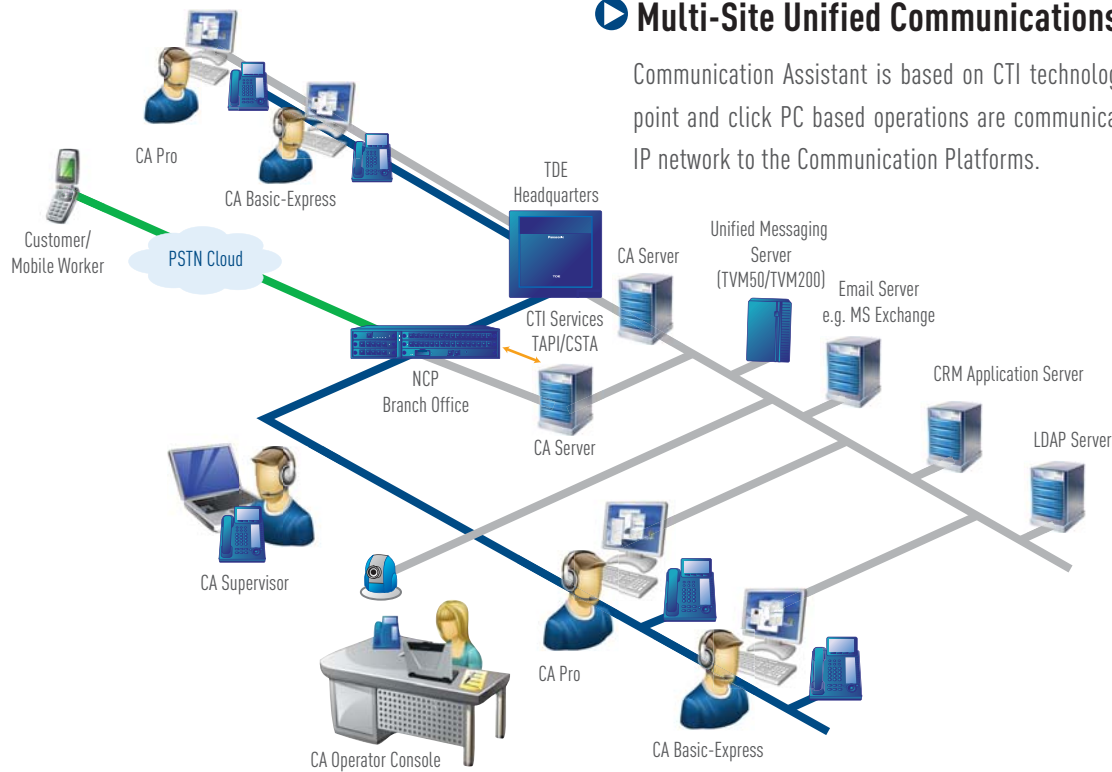
- Point and Click Call Control
- Rich Availability and Presence Functionality
- Team Collaboration Tools
- Contact Search by “Group”
- Automatic Presence Change
- Integrates with LDAP server
- Instant Messaging (Chat)
- Chat Proceeding Indication
- Chat Call back
- Visual Voice Messaging with built-in 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

▶ CA SERVER BASED ENHANCED FEATURES

- Missed Call Log
- Increase Capacity (up to 256 users)
- Use Common Contact list from CA Server
- Select Presence Based Contact method
- Multi-site Networking (8 sites)
- Support for Thin Client IT environment

▶ Multi-Site Unified Communications Solution

Communication Assistant is based on CTI technology where end-user point and click PC based operations are communicated over company IP network to the Communication Platforms.



▶ CRM INTEGRATION

Communication Assistant unified communication Clients support integration with most popular TAPI Based desktop CRM software applications and have been tested for compatibility with:

- ▶ Goldmine (Ver. 6.0)
- ▶ ACT! by Sage 2007 (Ver. 9.0)
- ▶ TwixTel (Common in Switzerland)

Note: CRM Integration not available in Basic-Express mode. This feature may not work with some CRM software, depending on the software specification.

▶ LANGUAGES SUPPORTED

The Communication Assistant client and server software support the following languages:

- Croatian
- Czech
- Dutch
- English
- French
- German
- Hungarian
- Italian
- Portuguese
- Polish
- Spanish
- Russian
- Ukrainian
- Chinese

▶ COMMUNICATION ASSISTANT SERVER

Communication Assistant Server is a CTI Server platform - that is required for increased user capacity (more than 128 users), multi-site networking and thin-client support. The table shows when CA Server is required.

Features provided by CA Server

Features	Platforms	Required
More than 128 CA Users	NCP/TDE	Yes
Networking Support	NCP/TDE	Yes
Thin Client Support	NCP/TDE	Yes
Presence based contact method	NCP/TDE	Yes
Missed Call Log*	NCP/TDE	Yes

Table A: Shows when CA server is required.

* Allows users to view logs of calls missed while client PC is turned Off.

▶ COMMUNICATION ASSISTANT CSTA MULTIPLEXER

CSTA Multiplexer is a middleware software that allows multiple CTI applications including 3rd party vendor applications to connect and run simultaneously on the same communication platform. CSTA Multiplexer can run together on the same computer hardware as the CA Server.

Platform Supported	KX-NCP (500/1000), KX-TDE (100/200/600) (With Communication Assistant Server)				KX-NCP (500/1000), KX-TDE V3 (100/200/600) Severless (PBX only)			
	Basic-Express	Pro	Console	Supervisor	Basic-Express	Pro	Console	Supervisor
Built-in	5/10/20*1	2/4/8*1	-	-	5/10/20*1	2/4/8*1	-	-
Additional Users	Downloadable*2	Activation Key	Activation Key	Activation Key	Downloadable*2	Activation Key	Activation Key	Activation Key
Max. Users *3	256	256	128	128	128	128	128	4
Presence	Yes*4	Yes	Yes	Yes	Yes*4	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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Thin Client Support *5	Yes	Yes	Yes	Yes	No	No	No	No
IP Softphone Module *6	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Network *7	No	Yes	Yes	Yes	No	No	No	No
Group Agent Features	No	Yes	Yes	Yes	No	Yes	Yes	Yes

- *1. Depends on Platform Selected - see Free and Trial Clients Available table.
- *2. Downloadable Activation key required.
- *3. Limited to platform capacity.
- *4. Presence indication when icon clicked.
- *5. 1 license is required per CA Server
- *6. Activation Key required. 60 day trial available in severless mode. Number of users is limited by the platform capacity.
- *7. CA Server is required. Max 8 Sites supported.

► FREE AND TRIAL CLIENTS AVAILABLE

Free and Trial versions of Communication Assistant Clients are available based on the communication platform selected, so businesses can immediately use and benefit from advanced productivity applications.

Communication Platform	CA Basic-Express Built-in	CA Pro Trials*1
NCP500/1000	5	2
TDE100/200	10	4
TDE600	20	8

Note: CA Pro trials are available for 60 days. Pro Trials can also be used to try out Softphone or Operator Console mode for 60 days. The 60 day trial time is calculated from when the application is first installed on user PCs.

► TRY BEFORE YOU BUY

60 day Trial is available for businesses to try out Communication Assistant software using CA Pro mode, while all* users can be set up to use the Basic-Express mode using downloadable activation keys.

* Depends on platform and deployment type. See specification details.

► SOFTPHONE LICENSING

Platforms	KX-NCP/KX-TDE	KX-TDE
Softphone Connected	MPR Card	IP Extension Card
License Registered	MPR Card (Activation Key)*1 License	PC (Key Code)
Call Recording on PC + Dial/Paste Feature	required on PC *2	License required on PC *1

- *1. Activation Key is needed to enable IP softphone when using KX-NCP/KX-TDE when softphone extension is connected to the MPR card.
- *2. NCS810x Softphone License x 1.

► REQUIREMENTS

Systems		Client PC Software	
Platforms Supported (with CA CTI Server)	KX-NCP, KX-TDE	Operating Systems	Windows XP SP2 or above / Windows Vista Business
Platforms Supported (without CA CTI Server)	KX-NCP, KX-TDE V3	Client PC Hardware	Recommended for CA Client (Basic-Express/Pro)
Messaging	KX-TVM50, KX-TVM200	CPU	2.0 GHz / Pentium / Celeron Family / comparable CPU
Communication Link	TCP/IP (LAN)	RAM (Memory)	1 GB
System Phones Supported	DPT / IP-PT / DECT PS / APT	Hard drive	2.0GB Free Space
CA Server Requirements		Display	1280 x 1024 16 Bit, 256 Colours (or higher)
CPU	2.0 GHz Intel Pentium / Celeron Family / Compatible	LAN (Ethernet)	100BaseT
OS	Windows XP Professional SP2 (CPU:32 Bit) Windows Server 2003 Standard Edition (CPU:32 Bit) Windows Vista Business (CPU:32) Windows Server 2008 Standard Edition (CPU:32)		
Hard Drive	Capacity : 2GB		
Memory	1GB		

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