





for **Panasonic**

Getting the most from your telephone system

You never get a second chance to make a first impression when a potential customer calls your business or organisation. From the moment they dial, you need to ensure that their experience is positive.

Office Solutions for Panasonic are a suite of business applications that will help to drive efficiencies and enhance customer experience within your organisation. Integrating seamlessly with your Panasonic telephone system, the applications provide cost effective and proven solutions for contact centres, call recording, database integration and much more.

Whatever the size of your business

Whatever the size of your business, if you interact with your customers by phone, you will notice an immediate improvement in business efficiency plus empower yourself with the knowledge of how calls are handled within your organisation.

Knowledge is power

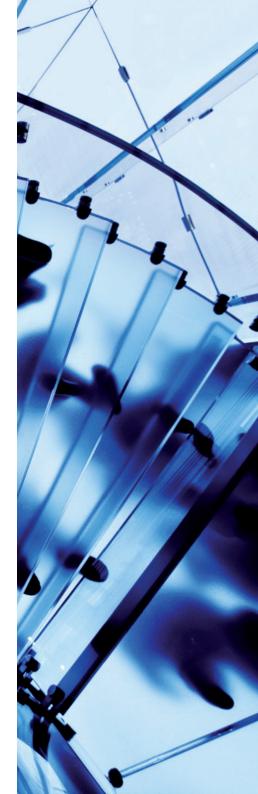
For businesses or organisations, personal contact with customers is a significant factor for success. Communication is key to so communication bottlenecks can seriously affect customer service, damage client relationships and lower productivity.

Is your call flow running as smoothly as it could?

Benefits at a glance

- Broad range of powerful applications
- Demonstrable return on investment
- Information at your fingertips
- Competitively priced
- Improve customer experience
- Report on staff productivity
- Helps to drive efficiency
- React immediately to call peaks
- Reduce and react to abandoned calls
- Set alarms for unusual call patterns
- Deploy wallboards for live status





OfficeXpress

Office Xpress is a multisite call management application allowing you to constantly monitor how well your staff are dealing with existing and potential customers.

It provides instant real-time graphical information relating to all calls being made or received. You can select from a wide range of predefined reports and filter these to your specified criteria, running them on demand, scheduled to be regularly e mailed or even exported.

Whether your communication is predominately inbound or outbound, Office Express gives you the power to take complete control of costs and performance.

Features at a glance

- → Powerful call management and call logging application
- Instantly review inbound and outbound call volumes and costs
- → Graphical 'today' screen
- Extensive library of standard reports
- Multiple custom e mail alerts including fraud detection
- → Schedule regular report delivery via e mail, print or export

Every call matters. Now we can measure our performance and improve the way we deal with every call



Compatible with: All Panasonic telephone systems

Connection: RS232 or TAPI/CSTA across LAN

*Multisite requires software to be connected to each telephone system and requires access to fixed IP broadband or VPN links

OfficePro

Office Pro extends the capabilities of Office Express to include true 'live' caller information commonly used in formal or informal contact centres but now affordable to any business where live call flow information can improve efficiency.

Office Pro will allow the provision of wallboards showing live information such as number of calls queuing, longest waiting call, agents logged in, abandoned calls, etc.

Supervisors can instantly monitor call volumes and agent status and login/ logout further agents straight from the application. In addition, Office Pro provides an even broader range of ACD and group SLA reports plus accurate queue time information for calls arriving through auto attendant queues.



Features at a glance

- → Live call queue and call management information
- Unlimited agents, supervisors and wallboards
- Individually customisable wallboard displays
- → Multi-site support
- → Supervisor view of agent status
- → Login agents from the application
- → Detailed Group Reporting
- Advanced contact centre SLA reports
- → Detailed group and DDI reporting
- Reports on calls through auto attendant queues
 - Easily configurable alarms including toll fraud

Compatible with: Panasonic KX-TDA*, KX-TDE, KX-NCP and KX-NS1000

Connection: RS232 or TAPI/CSTA across LAN

*Panasonic KX-TDA requires optional LAN Link Card

Imagine being able to see call activity in real time and react instantly to the flow of calls into your business

OfficeConsole

In environments where busy operators or receptionists are answering and transferring calls for single or multiple sites, the Office Console application provides a fast and efficient screen based alternative to traditional phones and DSS consoles.

Callers can be identified and answered with the appropriate greeting using the mouse or keyboard shortcuts before being transferred to the desired destination.

Operators are able to quickly search by name or department across single or multiple office networks and view the destination extensions presence status allowing a consistently informed and professional service. There's even a quick way to drag calls straight onto a user's mobile phone icon for fast external transfer.





Feature-rich screen based console that increases operator productivity, visibility and call-handling capabilities

Features at a glance

- → Fast, informed and professional call handling
- Identify and answer priority calls out of queue sequence
- Answer and transfer calls across multiple branches
- → Rich presence of all users across multiple branches
- → Add quick notes to parked calls
- → Quick name search function across the whole network
- → Manage users feature status and call forwards
- → Simple drag and drop transfer, even to a user's mobile
- Custom keyboard shortcut keys for call handling

Compatible with: Panasonic KX-TDA*, KX-TDE. KX-NCP and KX-NS1000

Connection: TAPI/CSTA across LAN

*Panasonic KX-TDA requires optional LAN Link Card

Office CTI

Office CTI combines information from telephone systems, business applications and databases to provide users with a more complete picture of the customer enabling a more efficient and appropriate response.

It can increase the efficiency of your operation by automating many of the functions carried out by the user and delivering the latest customer data to their PC screens when a call starts ringing.

The Office CTI clients will integrate 'out the box' with Microsoft Office products plus many other CRM products* and an optional custom integration service can provide integration with other cloud or server based databases and applications.

Outbound call centres can optionally add Office Campaign which in conjunction with a database will drive the flow of outbound calls and responses.

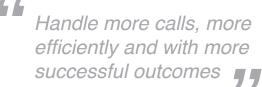
Features at a glance

- 'Out of the box' integration with Microsoft Office
- Identify callers as the phone starts ringing
- Click to dial from screen | Highlight and dial
- Speeds up call resolution times
- Personalise customer interaction
- Increases user productivity, visibility and call-handling
- Rich presence information of other CTI clients
- Significant cost savings for any business



* 'Out the box' CRM integration is subject to version.

Please speak to your Panasonic acc redited reseller for further information.



OfficeCampaign

Organisations that are reliant on outbound telemarketing understand the importance of high call volumes and accurate note taking. Office Campaign could potentially double the productivity of staff by automating the outbound call flow.

Once a call has completed and the 'wrap up' timer expired, the software automatically initiates the next call from the campaign database and pops information to the users screen. Calls can be automatically routed to an Agent or to a group for further distribution.

Outcome information can be selected from definable dropdowns directly into the campaign screen allowing managers to instantly review the progress, the number of calls made, the number remaining and the overall success against target.

Multiple campaigns can be easily configured, scheduled and allocated to users.

Features at a glance

- → Automates outbound dialling from your users phones
- Runs in full automatic, semiautomatic or manual mode
- → Import data from .CSV or link to any ODBC databases
- Import up to XX field of data
- → 10 additional configurable "fields"
- → Easy create, schedule and allocate agents to campaigns
- → Define agent 'wrap up' timers
- → Pop script documents for each campaign
- → Agents select from configurable call outcomes
- Option to dial secondary number on no answer
- → Automated Class of Service lock down (security) available
- → Accurately report on results



What effect would it have on profitability if you could double the outbound calls per day or maintain current levels with half the staff

Options

→ Available as an "add-on" to CTI Clients



Office Voice Recorder

Call recording used to be solely the preserve of larger enterprises but today businesses of all sizes can see the value of investing in call recording technology in order to improve customer service, train their staff, resolve commercial disputes and in many cases adhere to compliance standards.

Office Voice Recorders are standards compliant and feature rich whilst remaining easy to use.

Advanced features such as agent screen recording and QC scoring come as standard within the application as does Office Express providing you with full call management functionality with one click playback of calls from its reports.



Features at a glance

- Easily search for, playback and email recordings
- → Can be installed on trunk, SIP or extension side
- Customise QC tests for evaluating agent calls
- → Live screen capture for agent screen recording
- → Add notes or flags to recordings
- → Secure 128 bit encrypted recordings
- → FSA and PCI compliant

- Manual or automatic pause/ resume recording
- → Full audit trails for each recording
- Scheduled onsite or offsite archiving
- Includes Office Express Call Reporting (for 200 extensions)
- PC or Server included
- → UK and US based development, integration and support

Options

- Install Office Pro for full contact centre working
- Multiple RAID and storage options
- → Optional integration of recordings into CRM records



The retrieval of just one important call recording from a few months ago could more than cover the cost of the recorder

OfficeFrontDesk

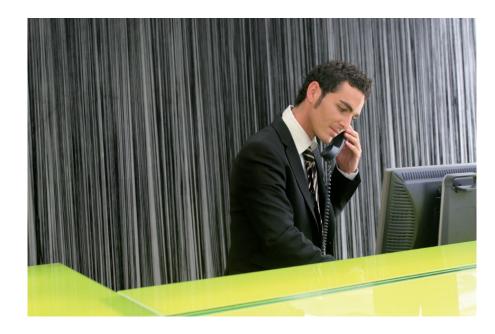
Opening the door into the hotel and hospitality world

When dealing with guests, the little things do matter.

Whether it's a hotel, guest house or any other type of hospitality environment, guests appreciate efficient and reliable service. From booking to departure the whole experience should help to form a positive opinion.

Office Front Desk is a software application which in combination with a Panasonic telephone system helps manage small and medium sized businesses in industries such as hospitality, long term accommodation, serviced offices and any other type of service business involving phone usage billing.

When used in combination with your telephone system it allows staff to focus on managing guest experience and day to day operations.



Features at a glance

- Graphical reservation planner
- Daybook with occupancy and room charts
- → Frequently used functions shown as a graphical flow
- Microsoft Outlook appearance familiar and easy to use
- Easy scheduling, cancelling and reporting of wake up alarms
- Automatic barring and unbarring of phone on check in/out
- Configurable invoices (colours, logo) that can be printed or emailed
- → Bulk billing for long term or serviced office
- → Broad range of standard reports

Office FrontDesk Xpress

Office FrontDesk Xpress is an easy to use application requiring minimal training that provides quick access to the following telephone system hospitality functions direct from a PC screen.

- → Set and cancel wake up alarms
- Message Notifications
- → Check in and check out of guests
- → Bar and unbar phone in room
- → Highlight and dial from screen

In addition, basic functions for email, chat and internal messaging are also provided.

Office FrontDesk Middleware

Office FrontDesk Middleware provides the software link between the Panasonic telephone system and an existing PMS (Property Management System). It provides a bi-directional interface to support features such as call logging, wake up calls, room dirty/clean, maid in room, message waiting and bar/unbar of extensions when a guest is checked in or out on the PMS. The middleware comes complete with Office Express which will provide scheduled or on demand call reporting, alarm notifications via email and a graphical dashboard displaying live information for that days calls.

Can be configured to link to the PMS system as:

- → Mitel ICP SX50/SX200/3000 emulation for both SMDR and PBX commands
- → SMDR output in standard Hobic 1, 2, 3 and 4 formats
- Micros Fidelio Opera standards
- → InnQuest RoomMaster standards

Office FrontDesk PMS

Office FrontDesk PMS (property Management System) is a cost effective yet fully featured 'Front of House' application for all the day to day tasks such as call accounting, client billing and reporting which are necessary in any small to medium hospitality or long term residential establishment.

Office FrontDesk PMS is also designed to meet the rigors of serviced office requirements with individual, organisational or bulk billing.



Handle more calls, more efficiently and with more successful outcomes

