



## Communication Assistant

### Productivity CTI Applications

The Panasonic Communication productivity suite is a highly intuitive - PC based software application suite that converges telephony with screen based presence, availability, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

EVERY  
CALL  
MATTERS

# Communication Assistant Application



Panasonic Communication Assistant advanced productivity applications provide businesses with the necessary communication tools that enable companies to be more nimble - improving business productivity and enhancing customer service.



## Mode: Basic

– Point and click telephony – basic features.



## Mode: Pro

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



## Mode: Supervisor

– For supervisors to easily monitor and manage real-time telephony activities of group members and agents.



## Mode: Operator Console

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

## Key Features Highlights

- Point and Click Call Control
- Rich Availability and Presence Functionality
- Team Collaboration Tools
- Missed Call Log\*<sup>1</sup>
- Personal Data and Contact List Expansion
- Contact Search by “Group”
- Presence Based Contact method\*<sup>1</sup>
- Automatic Presence Change
- Integrates with LDAP server
- Multi-site Networking (8 sites)\*<sup>1</sup>
- Instant Messaging (Chat)
- Chat Proceeding Indication
- Chat Call back\*<sup>1</sup>
- Visual Voice Messaging with built-in VMA plug-in
- Unified Messaging via optional KX-TVM50/TVM200
- Integration with Microsoft® Outlook® 2003/2007
- Door phone and 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

\*<sup>1</sup> Features only available when deployed with CA CTI Server

## Main Features

### Easy & User-friendly Operation

Simple and intuitive GUI design  
Easy setting & customisation

### Effective Visualization

Automatic Presence display  
Call History at a glance

### Business Application Integration

Integration with IP Network Camera  
(Panasonic HX-HCM/BB-HCM/BL-C series cameras)  
Integration with Voice Messaging  
CRM Integration

## Feature Comparison

CA has 4 operating modes: Basic, Pro, Operator Console, and Supervisor. The following table summarises the features available for each mode.

| Feature  | Basic    | Pro / Operator Console | Supervisor |
|--|----------|------------------------|------------|
| View other extension's presence from main menu | No       | Yes                    | Yes        |
| Maximum number of contacts                     | 10       | 1000                   | 1000       |
| Maximum history                                | 10 calls | 1000 calls             | 1000 calls |
| ICD group login / logout                       | No       | Yes                    | Yes        |
| Listen-in / Busy override / Take over          | No       | No                     | Yes        |
| ICD group supervisor                           | No       | No                     | Yes        |

### Note

- A CA activation key for the desired number of users must be registered in the PBX.
- To use Supervisor mode, you must set the appropriate extension as an ICD group supervisor in the PBX settings.

# Enhance Team Collaboration with Communication Assistant



## Communication Assistant

### Availability and Presence

Availability and Presence is fully incorporated into the application allowing you to instantly see other contacts' status (e.g. Available, In a Meeting, Out to Lunch, etc) and helps in determining who is available to handle calls before you decide to call or transfer a call to them.



### Visually Dial Contacts

To call someone, visually check to see if they are available and simply click on their contact to dial.

### Incoming Call Popup

A small pop-up window appears near the system tray to politely inform you of incoming calls. This indicates the name and number of the caller.



### Chat

With Communication Assistant - you can start a chat (instant messaging) session - for quick communication - and if needed - escalate from chat to a phone call with just one click.



### Searchable History

A fully searchable call history allows you to easily check any missed or dialled calls.



### IP Softphone Option

An optional Softphone module allows remote users, call centre agents and other roaming employees to connect and access corporate telephony applications over managed broadband IP access.



### Easy Access to Common Phone Functions

Common telephony functions such as transferring a call, setting up your call forwarding and Do Not Disturb, putting a call on Hold, or creating a "multi-party" conference call are all greatly simplified.

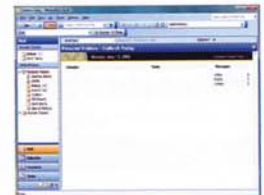
### VMA (Voice Mail Assistant)

Companies using the optional advanced KX-TVM Voice Messaging solution - can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant.



### Microsoft Outlook Integration

Communication Assistant seamlessly integrates with Microsoft® Outlook® via a small dockable toolbar - allowing users to easily dial contact phone numbers and receive incoming call pop-up alerts.



### CRM Integration

Integration with TAPI enabled popular CRM desktop software - allows users to be more productive by directly handling telephony from within CRM company applications.

### Support LDAP (Lightweight Directory Access Protocol)

Easy access a directory server by selecting LDAP in Contact list Group. Users can Call and Send E-mail to selected contact using a central company wide directory - such as the Microsoft Active Directory.

### Support Thin client

Communication Assistant can be used in Thin Client environment in addition to the standard Microsoft Windows Environment. The following Thin Client environment are supported:

- Microsoft Terminal Services
- Citrix XenApp

Exception : IP Softphone is not supported under Thin Client environment.





Administrators

Communication Assistant Basic



Office Users

Communication Assistant Pro (Agent)



Receptionist

Communication Assistant Operator Console



Executive Users

Communication Assistant Supervisor



An Office environment using Communication Assistant

## Communication Assistant Supervisor

Communication Assistant Supervisor application is an indispensable productivity tool for managers and supervisors. The software allows supervisors and team leaders an easy way to keep an eye on all their team members' telephony communication activities. Supervisors can easily monitor team member's phone status, call details, presence and availability - perfect for managing a team or an entire organisation.

### Monitor Telephony Activities

By selecting from the Group List drop down menu - assigned supervisors and team leaders can quickly select users to monitor telephony activity. Supervisors can have a quick overall real-time view of all the selected team members' communication activities.

### Call Monitoring

Assigned supervisors and team leaders can visually select a call in progress and then silently listen in to the call\*. To handle difficult calls, the software allows supervisors with ability to either barge into an existing call or simply take-over a call from an agent.

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

### Call Distribution ICD Group

Supervisors can keep an eye on the status of incoming call distribution (ICD) groups and perform other supervisor functions.

### Manage Team members Calls.

Group supervisors and team leaders can take-over any team members' call, redirect a ringing call at an extension to another available agent as well as initiate Chat (instant messaging) for quick communication.

### Quick Reports.

Reporting allows group supervisors and team leaders to see the groups' "Total Incoming Calls," "Average Answer Call," "Overflow Call" and "Lost Call"

Communication Assistant Supervisor application is an indispensable productivity tool for managers and supervisors



Communication Assistant in Supervisor Mode

## Software List

| Software Name  | Model No   | Description   |
|--|------------|---|
| Communication Assistant Basic  | KX-NCS2101 | Communication Assistant Basic 1-user License            |
|  | KX-NCS2105 | Communication Assistant Basic 5-users License           |
|  | KX-NCS2110 | Communication Assistant Basic 10-users License          |
|  | KX-NCS2140 | Communication Assistant Basic 40-users License          |
|  | KX-NCS2149 | Communication Assistant Basic 128-users License         |
| Communication Assistant Pro  | KX-NCS2201 | Communication Assistant Professional 1-user License     |
|  | KX-NCS2205 | Communication Assistant Professional 5-users License    |
|  | KX-NCS2210 | Communication Assistant Professional 10-users License   |
|  | KX-NCS2240 | Communication Assistant Professional 40-users License   |
|  | KX-NCS2249 | Communication Assistant Professional 128-users License  |
| Communication Assistant Supervisor   | KX-NCS2301 | Communication Assistant Supervisor 1-user License       |
| Communication Assistant Operator Console   | KX-NCS2401 | Communication Assistant Operator Console 1-user License |
| Communication Assistant Network Plug - in<br>(for Pro, Supervisor, Operator Console) | KX-NCS2901 | 1 -user License   |
|  | KX-NCS2905 | 5-users License   |
|  | KX-NCS2910 | 10-users License  |
|  | KX-NCS2940 | 40-users License  |
|  | KX-NCS2949 | 128-users License                                       |
| Thin Client License  | KX-NCS2010 |   |
| CSTA Multiplexer License   | KX-NCS2020 |   |

## Communication Assistant Basic / Pro / Operator Console / Supervisor

| Feature  | Basic    | Pro        | Supervisor | Operator Console |
|--|----------|------------|------------|------------------|
| View other extensions' presence from main menu | No       | Yes        | Yes        | Yes              |
| Maximum number of contacts                     | 10       | 1000       | 1000       | 1000             |
| Maximum history                                | 10 calls | 1000 calls | 1000 calls | 1000 calls       |
| ICD group Login / logout                       | No       | Yes        | Yes        | Yes              |
| Listen - in / Busy override / Take over        | No       | No         | Yes        | No               |
| ICD group supervisor                           | No       | No         | Yes        | No               |
| Networking feature                             | No       | Yes        | Yes        | Yes              |

## Login Capabilities

| Login Mode / Software         | Basic | Pro (incl.Pro Trial) | Supervisor | Operator Console |
|-------------------------------|-------|----------------------|------------|------------------|
| No. of Users / PBX Only       | 128   | 128                  | 4          | 128              |
| No. of Users / with CA Server | 1000  | 1000                 | 128        | 128              |

## PC Requirement

The table below summarizes the minimum and recommended requirements for running Communication Assistant.

|                  | Minimum  | Recommended   |
|------------------|--|---|
| CPU              | 1.0 GHz Intel® Pentium® / Celeron® processor or comparable CPU             | 2.0 GHz Intel® Pentium® / Celeron® processor or comparable CPU                      |
| RAM              | 512MB  | 1024 MB   |
| OS               | Microsoft Windows XP Professional Service Pack 2 or later / Windows Vista® | Microsoft Windows XP Professional Service Pack 2 or later / Windows Vista® Business |
| Hard Disk        | 1.5 GB available space   | 2.0 GB available space  |
| Video Resolution | 1024 × 768   | 1280 × 1024   |
| Interface        | 10Base-T   | 10/100Base-T  |

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