



DESKTOP TELEPHONY ASSISTANT

What size of
business has
a call centre?

Your size.

Call centres are no longer only for big business. Panasonic's new Desktop Telephony Assistant (DTA) is designed for your business.

Offering complete integration between a PC network and compatible Panasonic telephone system (PBX), the Panasonic DTA gives you all the important functions of a call centre, in one easy to install, easy to use, software package. And because it connects PC and PBX via your computer network, it offers maximum flexibility for multiple users.

For companies who have frequent telephone contact with customers, the DTA helps you to be more efficient and more customer service orientated. These valuable functions are available from the PC desktop.

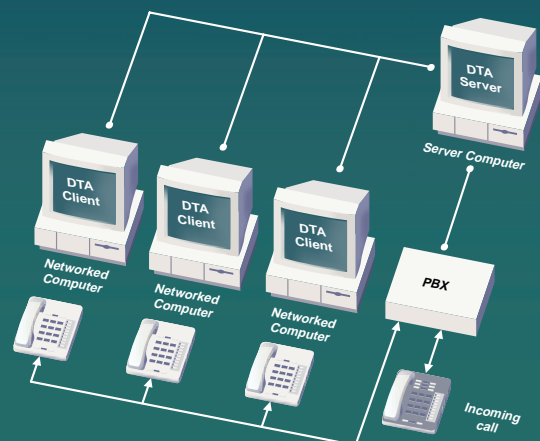
- Screen popping
- Macros
- Call hold
- Call transfer from list, selected by name or number
- Auto-dial from list, selected by name or number
- Auto-dial directly from Microsoft Outlook® and other applications, including Windows phone dialler
- Call logging
- Real-time extension and line status display viewer

With the DTA installed, whenever a customer calls – or an outgoing call is made – information about the call pops up on screen. You choose the options to dictate what information is displayed – to make your customer handling process more customer-friendly and efficient.

So whatever the size of your business, you can handle calls as professionally as if you had the resources of a heavily staffed call centre.

And the more smoothly you handle your customers, the more likely you are to retain their loyalty. An easy purchase process is one they'll be more willing to repeat. Whilst a happy customer is a higher spending customer.

Why not ask your dealer to quote for installation, and tell you about his competitive price for Panasonic's Desktop Telephony Assistant?



Third Party

Panasonic's DTA connects the PBX and PC through a CTI server. This allows multiple users to connect to a specific PBX, for more efficient utilisation of telephony event data.

Easy to use functions

The DTA offers a wide range of easy-to-use functions for handling incoming and outgoing calls.

Application Integration links incoming Calling Line Identity (CLI) to your customer database and uses macros to automatically run windows-based applications displaying relevant customer information as the call is answered. A comprehensive set of macros are supplied for use with Microsoft Outlook®, Symantecs Act®, Goldmine®, Lotus Organizer®, TeleMagic® and Maximizer®, but you can easily adapt from these to create additional macros for other applications.

Call Holding allows calls to be held and subsequently retrieved, using the PC instead of the telephone handset.

Call Transfer allows transfer of calls to any extension in a personal or global directory, or an extension entered manually. The chosen destination can be entered as a name or number.

Attach message provides the option of sending an attached message to other DTA users. This message can be viewed before the call is answered thus providing even more useful, up-to-date information.

Auto-Dial can also be initiated with name or number, from a personal or global directory, or entered manually.

Application Auto Dial allows other TAPI compliant programmes to place calls through the DTA software.

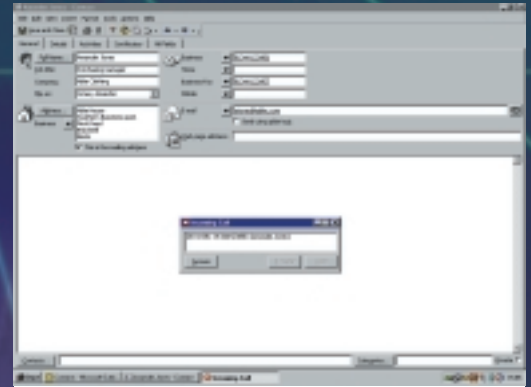
Call Logging keeps a record of all calls made or received. The records can be viewed on screen or printed, or transferred to other software packages such as Crystal Reports or Microsoft Access.

Finally, the whole system can be monitored live in real-time, with a *Real-Time Display Viewer*, to ensure your telephone system and staff are operating more efficiently.

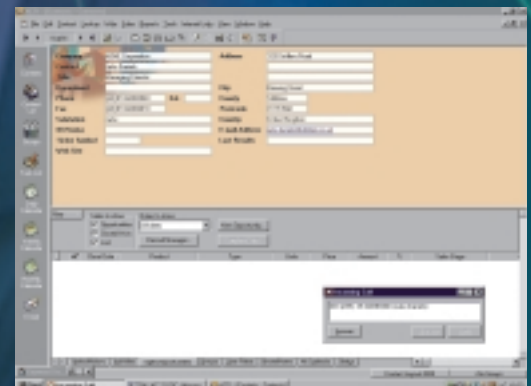
On-line help for all users
Every DTA user can access full online help from the desktop.

Easy installation

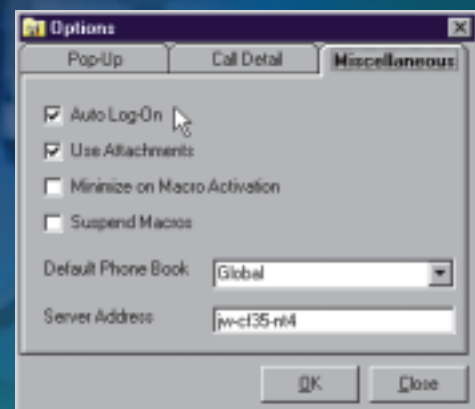
Panasonic's DTA software can be installed on existing office computer networks. This minimises cost and disruption, and means your 'Call Centre on a desktop' can be up and running as soon as possible.



Easy-to-use.
Provides caller ID on screen and in application.



Ease-of-use.
Small window when screen popping.



Drop-down menus for set-up and configuration make changes fast, convenient and easy to handle.

Designed for use with the Panasonic KXTD816E, KXTD1232E, ICX and S-ICX

PBX SUPPORTED		
PBX	Software Ver.	Comments
KXTD816E	V5 or later	Via Call Logging port. No ISDN S0 Extension information reported No DECT Handset information reported Recommended Maximum of 15 ~ 20 active DTA Clients
KXTD1232E	V5 or later	Via Call Logging port. No ISDN S0 Extension information reported No DECT Handset information reported Recommended Maximum of 15 ~ 20 active DTA Clients*
ICX	V4.6 or later	Via API board Model N° VB44131 All CPC boards Recommended Maximum of 50 active DTA Clients
S-ICX	V4.6 or later	Via API board Model N° VB44131 or VB44132 All CPC boards Recommended Maximum of 50 active DTA Clients

The DTA product is capable of being used with the Panasonic PBX shown. The correct version of the PBX software will be required.
*Must be extensions connected to master cabinet.

DTA PRODUCT CODES		
PBX	Model N°	Comments
KXTD816E KXTD1232E	KXDTA	Initial starter pack contains Server Software, Server licence Dongle (4 user licence included) and Client Software.
	KXDACLIENT	Order code for each additional licence required. This licence upgrades the licence Dongle from KXDTA. This is dispatched as an executable program using an agreed medium usually e-mail to a nominated person.
ICX S-ICX	VBDTA	Initial starter pack contains Server Software, Server licence Dongle (4 user licence included) and Client Software.
	VBDACLIENT	Order code for each additional licence required. This licence upgrades the licence Dongle from VBDTA. This is dispatched as an executable program using an agreed medium usually e-mail to a nominated person.

Extra licences are ordered in single units but supplied in the form of a single executable licence upgrade program. I.E. if you order 5 licences then you receive 1 upgrade executable program for 5 licences rather than 5 upgrade executable programs for 1 licence each.

DTA SERVER COMPUTER SPECIFICATION	
Item	Comment
CPU System RAM Operating System	Pentium 266 or better 64MB or better (128 recommended) Windows NT 4.0 Workstation (Service Pack 5 recommended) or Windows NT 4.0 Server
Hard Disk Space Network Connection Network Protocol Serial Ports Parallel Ports	Minimum of 250MB free space Required, as per customer network TCP/IP required 1 free port per PBX connection 1 free port for licencing Dongle

The Parallel and Serial ports are in continuous use while the DTA is running. It is recommended that the DTA Server software is not installed and run on the main company computer network server. This is not a technical restraint but for practical maintenance purposes.

DTA CLIENT COMPUTER SPECIFICATION	
Item	Comment
CPU System RAM Operating System Hard Disk Space Network Connection Network Protocol	Pentium 166 or better 32MB or better Windows 95 / 98 / 2000 or NT 4.0 Workstation Minimum of 150MB free space Required, as per customer network TCP/IP required

The performance of the DTA will be influenced by the specification of the networked computers and local area network; the specifications quoted above are "recommended" or "minimum" specifications that will provide satisfactory performance in a typical office environment. If the DTA application is to be used in a "Call Centre" or heavy call load environment then the specification of the DTA Server computer and DTA Client computers should be improved.

Panasonic

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The Desktop Telephony Assistant has been developed in conjunction with Redwood Technologies Ltd.