



## ACD Report Server

### KX-NCV200

#### Advanced Agent Management

ACD Report Server is designed to bring advanced call centre functions to users of Panasonic PBX systems, such as the KX-TDA100/200 and KX-TDA600. This provides useful functions such as monitoring and call centre performance reports, and agent log-in.

Oftentimes, the difference between gaining or losing a new customer can hinge on a single telephone call. Panasonic's call centre solution makes sure that every telephone call works in your favour.

#### Efficient Message Management

The ACD Report Server also offers useful voice mail features, such as e-mail notification when a caller leaves a message, the capability to attach voice messages to e-mail messages, easier operation using the LCD on Proprietary Telephones, automated attendant, and automatic call routing. With these voice mail functions, Panasonic delivers new levels of communication ease and efficiency that can help any business be more productive.



# Product Structure

## ■ ACD Report Client (Software)

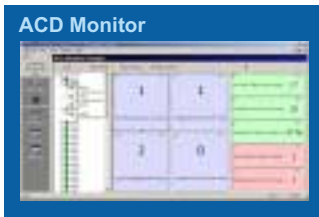
- Makes reports of incoming call information for ICD (Incoming Call Distribution) groups.
- Prints out or sends e-mail reports.
- Displays the history of incoming call information.
- Provides a function to monitor the number of incoming calls and the number of answered calls for ICD groups, Queues and Agents by ACD (Automatic Call Distribution) monitor.
- Displays graphs using the Performance Graphs function.

## ■ ACD Report Server (Hardware and Software)

- Stores the incoming call information data that is displayed by the ACD Report Client.
- Transfers the data to the ACD Report Client.

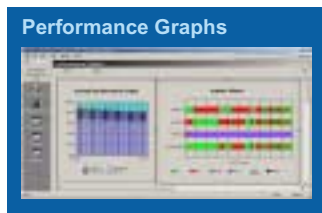
# ACD (Automatic Call Distribution) Monitoring and Reporting Functions

A clear knowledge of actual operating performance is vital to optimising call centre management. The Panasonic ACD Report Server lets supervisors monitor parameters, such as the number of active calls, agent status, queue status and agent/group performance. It also provides a reporting function for the detailed analyses needed to improve call centre performance.



# Performance Graphs

The number of incoming/outgoing calls and accumulated call data that are monitored by the ACD Report Client can be viewed in graph form. The user can also customise the format, and select the data for producing graphs. These performance graphs are capable of changing in to reflect changes in the ongoing status.



# Agent Log-in

Each agent is provided a unique code and a password. An agent uses this code and password when he or she logs in to the system. This feature allows supervisors to monitor the agents individually and create reports of each agent instead of each extension.

# Main Features

ACD Report Server	Voice Processing System
ACD Monitor Performance Graphs Reports • CO Call Report • Extension Call Report • Lost Calls Report • System Report • Group Report • Agent Report • Agent (Operator Code) Report Logs • Call Log • Agent Log Agent Log-in	Automated Attendant Caller ID Call Routing Custom Service E-mail Integration (e-message) Live Call Screening Message Waiting Notification Personal Greeting for Caller ID Two-Way Recording Two-Way Transfer Voice Mail (VM) Menu on the LCD Voice Mail Service • Number of Ports: 24 • Voice Storage: Max. 1,000 h • Number of Mailboxes: 1,024

# PBX Hardware

	Details
Applicable PBX	KX-TDA100/200 (V2.02) / KX-TDA600 (V2.03)
Connection	LAN (CTI Link Card is required for LAN)

# System Requirements for ACD Report Client

Item	Minimum	Recommendation
CPU	Celeron 1.0 GHz	Pentium4 1.6 GHz or greater
RAM (Memory)	256-MB RAM	512-MB RAM or greater
OS	Windows 2000 Professional SP4 Windows XP Home Edition SP2 Windows XP Professional SP2	Windows XP Home Edition SP2 Windows XP Professional SP2
HDD	2-GB hard drive space	5-GB hard drive space
Video	1024 x 768	1280 x 1024
Communication port (LAN)	10BaseT	100BaseT or greater

# ACD Report Server Hardware

	Details
The maximum number of simultaneously used VPS ports	24 Ports [*]

[\*] This number will be changed by the ACD Report Server during operation, depending on the process.

# System Connection Diagram

