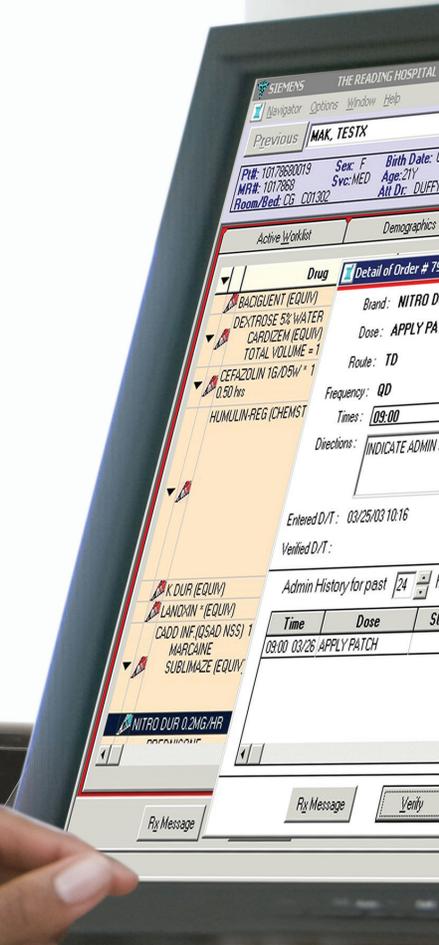
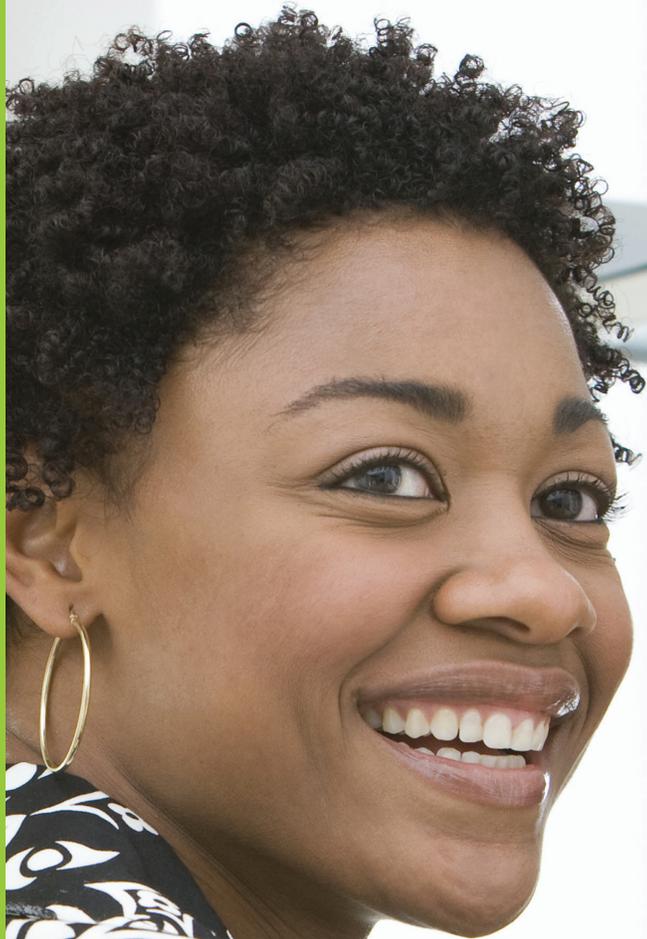


# Panasonic



APPLICATIONS FOR COMMUNICATION SOLUTIONS

# UNIFIED COMMUNICATION SOLUTIONS.

Whether you're working from a corporate office, at home or remotely, you need to stay in contact with colleagues, customers and partners and provide hands-on, personalized service anytime, anywhere. Our customizable and scalable telephony products and IP-enabled solutions and software combine separate modes of communication and applications into a single user experience.

The result is enhanced collaboration, messaging and interaction across your entire operation.



## CALL ACCOUNTING

Gain insight and understanding about your organization's performance and customer experience with Call Accounting. Call Accounting logs incoming, outgoing and internal calls into a database, allowing you to create a variety of historical reports to give you the information you need to manage your business via controlling expenses, distributing costs and increasing employee productivity.



## DESKTOP AGENT PRODUCTIVITY AND INTEGRATION

Handle your incoming calls more efficiently and spend more time serving your customers with Desktop Agent Productivity and Integration. Give your employees the tools they need for success with this software solution that enables them to answer calls from their desktop instead of a telephone handset. It combines the call data with the customer's existing Customer Relationship Management (CRM) database to enable a screen popup displaying the customer's data or call history before the call is answered, allowing for instant familiarity with the customer.



## APPOINTMENT REMINDER

Appointment Reminder gives you an easy way to remind customers about an upcoming appointment with a variety of notification options that can be used based on the customer's communication preference—outbound call, email notification and/or text message. The Appointment Reminder is a powerful tool for any service-based company. It reduces no-shows, increases revenue, frees up staff and reduces cost, which results in a quick return on investment.



## REAL-TIME MONITORING, REPORTING AND NOTIFICATION

In a time when extreme customer satisfaction and rapid response are critical to an organization's success, Real-time Monitoring, Reporting and Notification gives management the ability to view incoming call statistics to optimize customer service. Real-time Monitoring, Reporting and Notification is an ideal solution for managers and supervisors of contact centers, healthcare and other organizations who need to know how the business is performing. Whether it's incoming call statistics or alarms that are sent by a patient requesting care, supervisors can see what's going on and make decisions accordingly. The result is higher levels of customer service and greater customer retention.



## CALL RECORDING

In business environments that require a phone call to be captured and recorded for future reference, Call Recording can be an essential medium for training, reducing conflicts and resolving potential liabilities. With this application you can search for a recording by extension, date and time, line number, caller ID information, calling name and many other fields. Recorded conversations are encrypted and stored in their original form to maintain integrity and can be emailed and saved in a .wav format for easy review.



## ADVANCED CONFERENCING

Collaborating with customers and employees remotely has become the new standard for conducting business, and Advanced Conferencing is a fast and secure way to bring people together quickly, speed decision making and deliver training. Plus, you can communicate with small or large groups without the high ongoing monthly costs of a Web-based service. Advanced Conferencing provides audio and Web-based meetings via "meet me" and dial-out options as well as the ability to share desktop applications to update documents.



## INTERACTIVE VOICE RESPONSE

For organizations looking to benefit from having an intelligent call routing and/or voice/touch response system, look no further than the Interactive Voice Response application. This robust software provides one touch-tone commands or voice response commands from the caller. Callers can interact with the system by pressing the touch-tone numbers on a telephone keypad or using voice commands to answer simple computer voice prompts. It is intelligent and simple.



## WAIT TIME ANNOUNCER

Give your on-hold customers peace of mind by letting them know where they sit in the call wait queue and the estimated wait time. Wait Time Announcer is the perfect complement to a busy contact center or for any business that wants to provide an unparalleled level of service because it provides the caller with options including stay on the line, leave a voice mail or call back later.



## SPEECH AUTO ATTENDANT

Speech Auto Attendant enhances your company's image by providing a multilingual, state-of-the-art, speech-enabled auto attendant system that demonstrates your commitment to unsurpassed customer service responsiveness. It is an out of the box Intelligent Routing solution that enables callers to speak the name of a person, department, service or location and be automatically transferred to their requested party—without the hassle of searching for phone numbers or waiting to speak to an operator. Since many customers call from mobile phones, speech recognition frees your hands and lets you control the call experience with spoken commands instead of memorized, menu-controlled clicks, keystrokes and button pushing. If needed, callers also have the ability to use the keypad instead of using speech as an input method. By offering your callers the convenience and ease-of-use of a speech-enabled auto attendant system, your organization will reap the benefits of decreased telecommunications costs, increased employee productivity and an enhanced corporate image.



## OUTBOUND DIALER

Keep your agents talking with customers instead of trying to reach them. If your organization is tasked with outbound call campaigns, your employees typically spend a good portion of their time trying to reach prospects rather than actually speaking with them on the phone. Instead of speaking with prospects your employee encounters many calls that are not picked up, answered by voicemail, busy, etc. The Outbound Dialer application is an intelligent routing and announcement productivity solution that automatically places calls to a predefined list of phone numbers, plays a greeting message to the customer, and then asks if he/she wants to be connected to the appropriate agent. A popup screen displays when the customer is connected to the agent to allow modifying customer related fields during the conversation.



## MOBILITY

Staying connected has never been so easy. With Mobility your personnel keep productivity up whether making sales calls, servicing customers or in between appointments. Mobility gives users the control on how they wish to communicate. Through a client on their Smartphone (Android® and iOS®), users can display their status to their colleagues, initiate and receive voice and/or video calls, initiate a three-way conference call, receive voice mail notification and perform a variety of other communications functions. Mobility is like taking your office with you when you are on the go, which ensures business productivity is maximized.

## ONE PARTNER. BUSINESS SMART SOLUTIONS

Panasonic is your single-source provider for integrated end-to-end telecommunication solutions. As a global technology leader, we offer service and support through a national coast-to-coast network of installation resellers. With more than 30 years of project management experience, no one is better equipped to handle your project—however large or multilayered—than Panasonic. Project deliverables you can expect from us include:

### DESIGN AND BUILD-OUT

- System architecture and design
- Complete rollout plan, installer management certifications and scheduling services
- Purchasing, logistics and warehousing of all equipment
- Financing options
- Hardware/software compatibility testing
- Remote device control integration for system management and remote diagnostics
- System installation and integration

### REMOTE MAINTENANCE AND SUPPORT

- Technical Support
- Dedicated technicians for remote diagnostics, troubleshooting, rebooting and repair
- Trouble ticket generation and tracking through all aspects until resolution