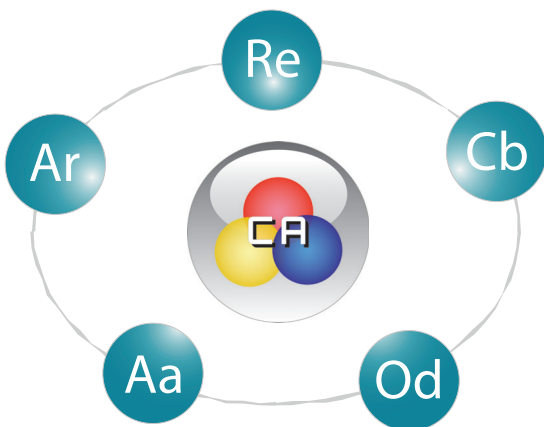




**Pollys CA ACD Reports Module**

## ACD REPORTS MODULE

CA ACD Reports Module provides Call Center reporting functionality to Panasonic CA Supervisor.



Part of the Panasonic CA Modules

### **Pollys CA ACD Reports Module**

CA ACD Reports Module is ACD reporting and call accounting package for Panasonic Communication Platforms that provides agent and agent group based historical reports.

The ACD Reports module works with Panasonic CA Supervisor - greatly enhancing its reporting functionality and allowing team leaders and supervisors to have quick access to team's performance reporting.

## At a Glance:



Cost Effective Call Centre Solution providing ACD agent and agents group based Reporting.

Key features include:

- Collect CA ACD statistics every hour
- Build Reports by month/day/hour/day of week and group for a selected time range
- Group Report
  - Total number of calls
  - Average Answer Time
  - Overflow Calls
  - Lost Call
  - Max Waiting Calls
  - Longest Waiting Time in Queue
- Agent Status Report
  - Login Time
  - Not-ready (break) Time
  - Busy Time
  - Working After Hours Call Time
  - English, German, Spanish user interface support

**Pollys CA ACD Reports Module enhances Panasonic Communication Assistant reporting capabilities improving customer experience and enhances call center productivity.**

## ACD Reports Module Benefits

### Benefits to Customer

- Improve Call Center Performance
- Measure Service Level Objectives
- Measure Agent Performance
- Improve customer experience

### Benefits to Dealer - Increase sales into

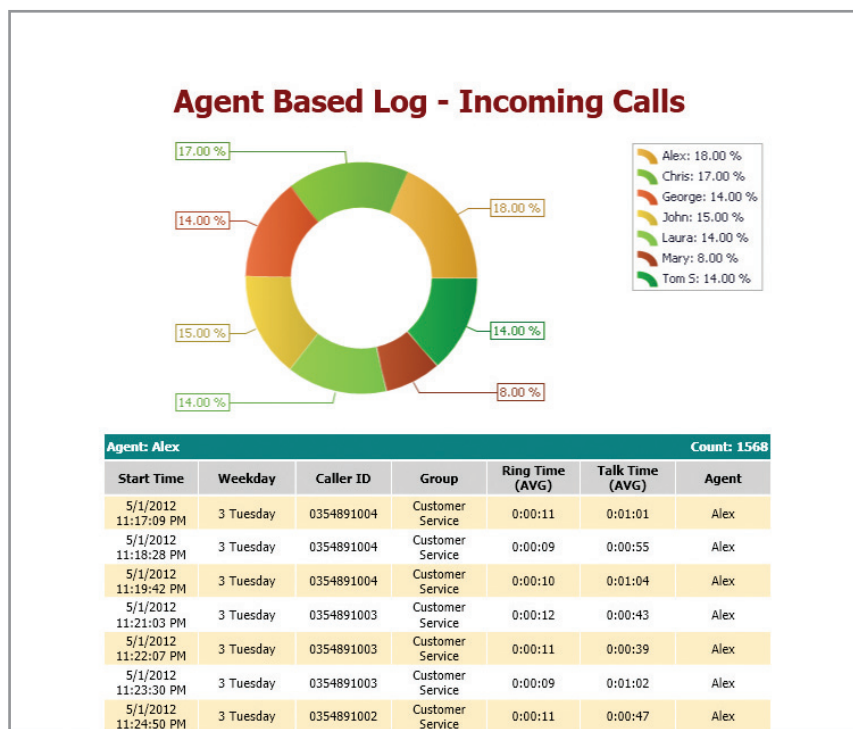
- Inbound Call Centers (Help Desk, Customer Support, Sales, etc.)
- Outbound Call Centers (Telemarketing, Political Surveys, etc.)

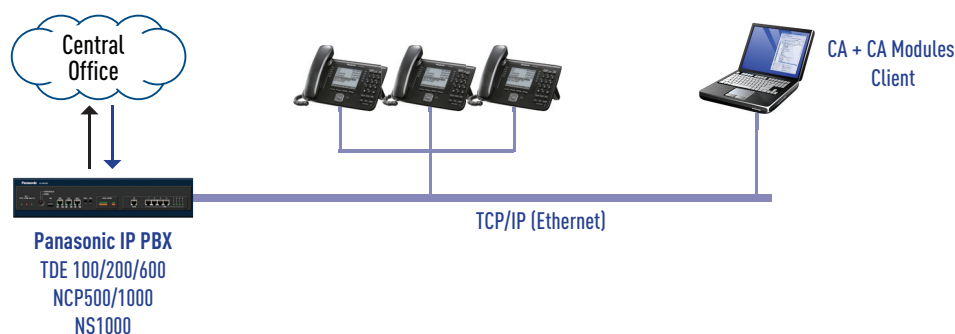
## Configuration

The software generates call history reports, helping team supervisors and management to spot trends and make informed decisions, to improve the business performance.

Languages Supported: English, Spanish, German

Note: Additional languages may be supported in the future. Please visit product website or contact your Pollys agent for details.





## Product Ordering Information

Part Number	Product	Description
3PS-00ACD-CA1	CA ACD Reports Module	1 (one) license
3PS-REM-INSTALL	Remote Installation and Configuration	Optional

To download latest version, visit <http://licensing.poltys.com/PollysLicense/camoduletrial.aspx>.

Trial version software is available. Each CA Module comes with a 60 days trial license.

Log in to <https://licensing.poltys.com/PollysLicense/> using Activation Code provided when you ordered the product.

To learn more about the product, visit <http://www.poltys.com/ca-modules/ca-modules.html>

## Pricing Information

For pricing information - please contact your local Panasonic agent.

## Platform Compatibility

Platform Model	Minimum Firmware Version
KX-TDE100/200/600	1.0 or later
KX-NCP500/1000	1.0 or later
KX-NS1000	1.0 or later

## System Requirements

Product	Operating system	32bit	64bit
CA Module client	Windows XPSP3	Yes	
	Vista Business SP1, SP2, Windows 7 Professional	Yes	Yes
	Windows 8		Coming Soon

## Support and Services

Service	Description
Customer	Please contact your local Panasonic reseller.
Dealer/Installer	Please contact your National Panasonic Distributor
Support Languages	English, German
Support website	<a href="http://www.poltys.com/support/remote.html">http://www.poltys.com/support/remote.html</a>

### Software Assurance:

This software comes with 1st year minor updates, bug fixes and after-sales technical support (Software Maintenance Agreement included). Customers needing support after 1st year need to renew their Software Maintenance Agreement. Please contact your reseller or Pollys representative for further details.



**Pollys Inc.**  
Unified Communications Solutions



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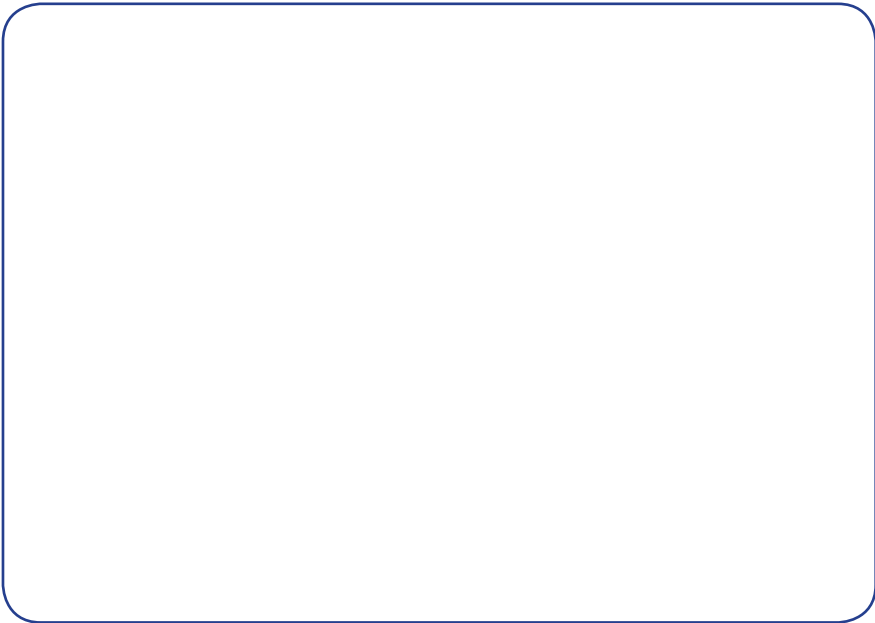
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Version Information:  
This document covers Pollys CA ACD  
Reports Module

## Panasonic

Panasonic Corporation is one of the largest electronic product manufacturers in the world, comprised of over 680 companies. It manufactures and markets a wide range of products under the Panasonic brand to enhance and enrich lifestyles all around the globe.



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