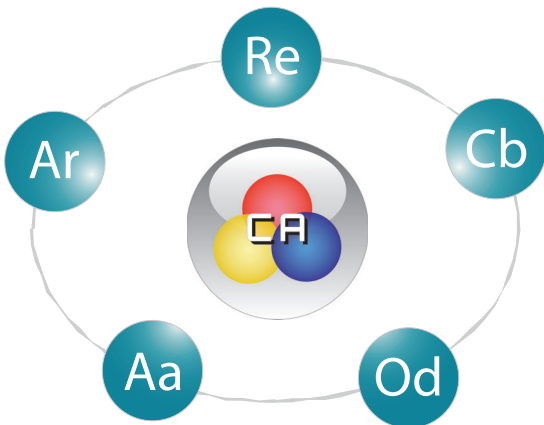




Polys CA Auto Attendant Module

AUTO ATTENDANT MODULE

CA Auto Attendant Module connects the caller to the intended recipient using speech recognition technology.



Part of the Panasonic CA Modules

Polys CA Auto Attendant Module

CA Auto Attendant Module connects the caller to the intended recipient by speaking the name or by entering the extension number, using speech recognition technology.

At a Glance:



Cost Effective Call Centre Solution providing with the recipient using speech recognition feature.

Key features include:

- Speech recognition enabled
- Customer speaks the name of the party he wants to talk to
- Totally automated call handling
- Get the CA client status, play the associated greeting and perform the predefined action
- Call is transferred automatically to the appropriate person if available
- Inbound Caller ID is automatically recorded and can be used to call back the customer

Pollys CA Auto Attendant Module improves the customer experience and enhances call center productivity.

Auto Attendant Module Benefits

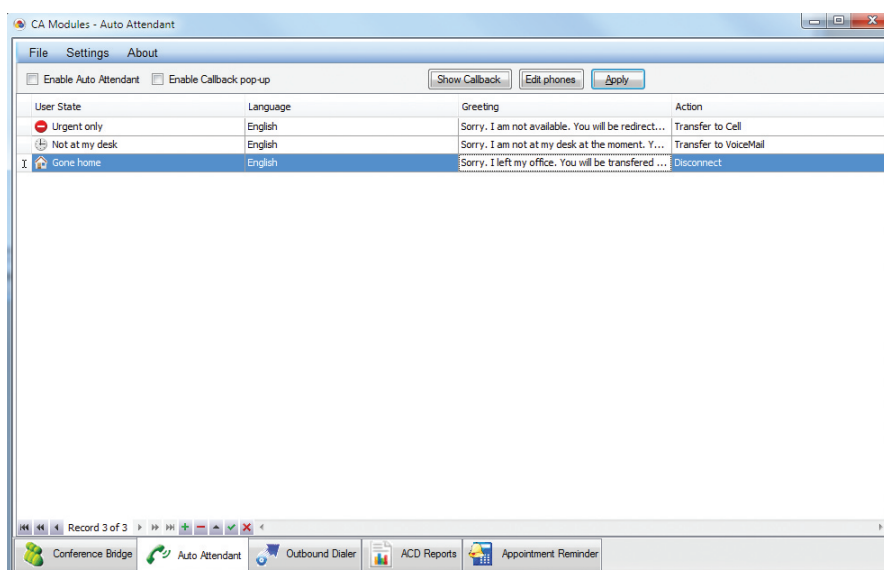
- Allow businesses to offload a large amount of operator-assisted calls while maintaining a high level of customer satisfaction and retention
- Help companies reduce their overall operating costs.
- Perform call routing efficiently
- Eliminate any possibility of missing calls
- Increase in service efficiency
- Scalability, scales up easily
- Improves customer satisfaction
- Available 24/7, with no over-time pay

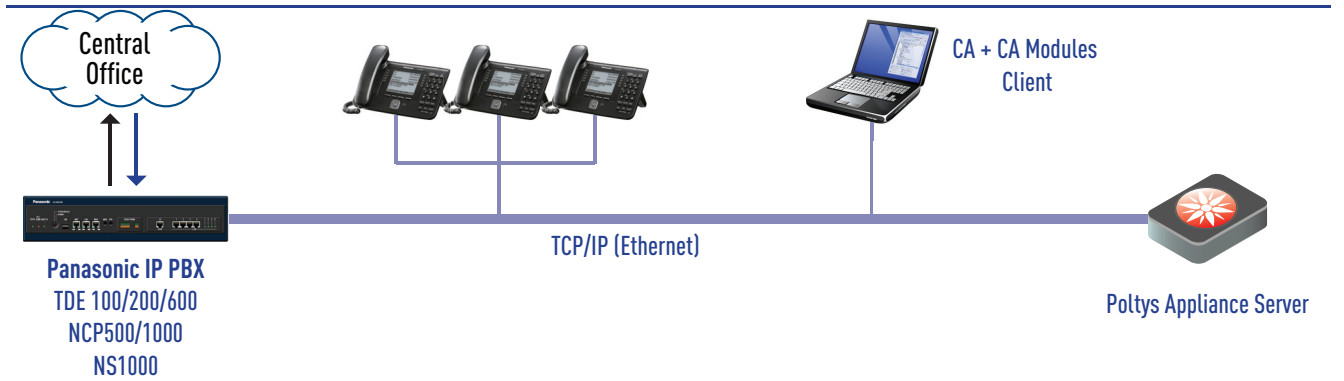
Configuration

The software generates maximize call center agents' productivity by automatic connection to recipient using text to speech. It uses Pollys Appliance Server.

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-AUTOATT-1SP	Speech Auto Attendant	1 SIP port (up to 8 SIP ports)
3PS-EAUTATT-1SP	Enterprise Speech Auto Attendant	1 SIP port (up to 48 SIP ports)
3PS-SAUTATT-1ASP	Speech Auto Attendant Additional	1 SIP port
3PS-SAUTATT-CA1	CA Speech Auto Attendant Module	1 (one) license
3PS-ESAUTATT-CA1	Enterprise Speech Auto Attendant	1 (one) license
3PS-REM-INSTALL	Remote System installation and configuration service	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	http://www.poltys.com/support/remote.html

Pollys CA Auto Attendant Module is a non-Panasonic product and as such final responsibility for supporting this product rests with Pollys.

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.



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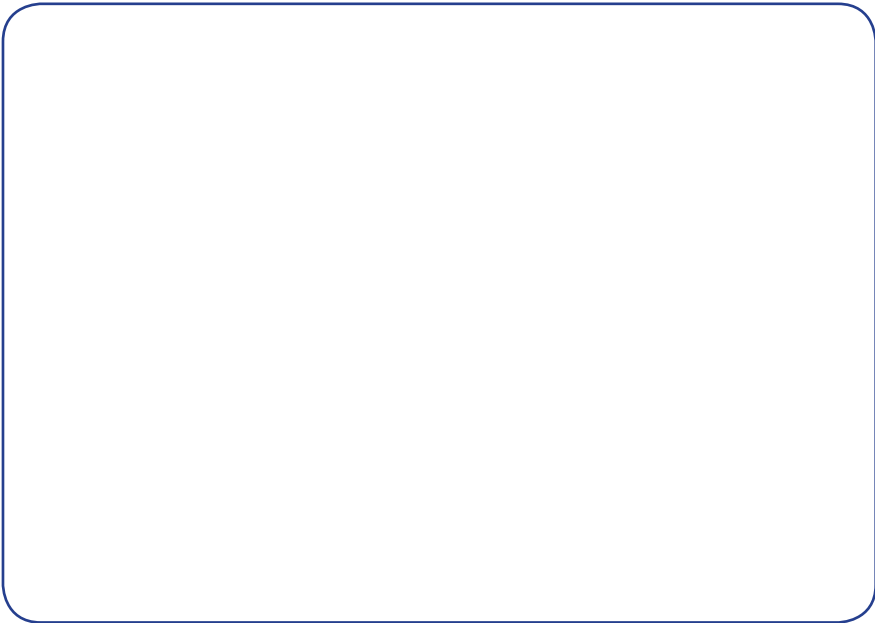
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Version Information:
This document covers Pollys
CA Auto Attendant Module

Panasonic

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