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Communication Assistant Series

Productivity Application Suite

Communication Assistant. Unified Communications Tools Enhance Personal, Team, and Business Productivity

The Panasonic Communication Assistant provides unified communications via PC applications that are highly intuitive productivity tools. Converging telephony with screen based presence, availability, unified messaging, instant messaging, and a variety of collaboration tools, to simplify and enhance real-time business communications.

Communication Assistant Productivity Application Suite.

The Panasonic Communication Assistant productivity software suite is a highly intuitive PC based application suite. Working together with Panasonic Network Communication Platforms - the application enables businesses to implement unified communication by blending powerful point and click telephony together with rich presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled CRM desktop tools, and a variety of collaboration tools and helps to simplify and enhance real-time communications for business telephony users.

CA Pro

Remote Worker using Softphone

CA Basic

Office workers

VM Assistant

Office worker checking Voice Mail

CA Supervisor

Supervisor supporting team members

Designed for easy installation and maintenance - Communication Assistant can be deployed without the need of any additional CTI server - making it an ideal solution for small to medium size businesses with limited IT knowledge and staff.

Targeting all areas for enhancements – Communication Assistant productivity suite includes:

| Mode	Targeted Solution	Benefits
Communication Assistant Basic	Point and click unified communications for desk based or remote workers	Helps you visually control all your communications from your PC.
Communication Assistant Pro	Point and click unified communications for desk based or remote workers. Provides users with real-time rich presence information	Helps you visually control all your communications from your PC. Stay informed of users availability where ever they may be.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your group members telephony activities
VoiceMail Assistant Module	Enables access to unified messaging	Allows users to check their voicemail messages visually from PC as well as forward messages to others as .wav files.

Communication Assistant together with KX-NCP platform enables businesses to implement Unified Communications - enhancing business productivity.

Communication Assistant - VM Assistant

VM Assistant allows Unified Messaging functionality - allowing users to access via computer - any voice messages left for them in the order they prefer to retrieve.

Companies using the optional advanced KX-TVM Voice Messaging solution - can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant. VM Assistant can be launched directly from Communication Assistant via the Message icon. By using Voice Mail Assistant, user can:

• Visually see their voicemail messages
• Play and pause messages
• Skip messages forward or rewind by 4 seconds
• Change message playback speed
• Delete messages
• Change voice mailbox settings
• Export a message to PC (.wav file)
• Send a message as E-mail attachment (.wav file)
• Call back the person who has left the message
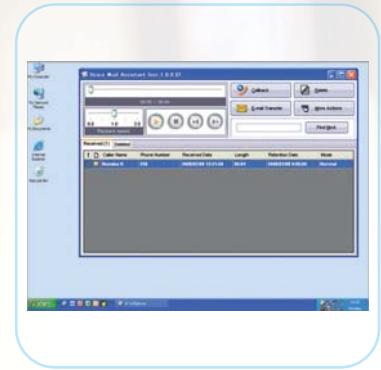
Communication Assistant IP Softphone

The Panasonic Communication Assistant IP Softphone module allows road warriors, sales and support staff, or any other power user to use their computer as an IP Phone for anytime, anywhere access to unified communications. The user simply needs to connect to the corporate IP network over a secure managed broadband connection to enable the IP Softphone. IP Softphones allow businesses to connect employees centrally to the corporate KX-NCP platform - providing advanced desktop productivity using cost effective VoIP communications.

Integration with Microsoft® Outlook®

Communication Assistant seamlessly integrates with Microsoft® Outlook® allowing users to easily dial contact phone numbers and receive incoming call pop-up alerts. A small dockable toolbar appears within Outlook, allowing users easy access to advanced telephony applications.

Key Features Highlights

- Point and Click Call Control
- Rich Presence Functionality
- Team Collaboration Tools
- Instant Messaging (Chat)
- Visual Voice Messaging
- Unified Messaging via optional KX-TVM50/TVM200
- Integration with Microsoft® Outlook®
- Door phone and IP Camera control
- Call History, calls made, calls missed
- Call Centre Features
    - Agent Login/Logout and Wrap-up
    - Supervisor Group Call Monitoring and Management

Specifications

Specifications	CA Basic	CA Pro
Free Licenses	5 Users	2 User (60 day Trial)
Additional Users	License Required	License Required
Max. Users	Limited to Max. Users in NCP	24
Presence	Yes (Must be clicked)	Yes
Instant Messaging (Chat)	Yes	Yes
Call History (Entries)	10	1000
Contact (Entries)	10	1000
MS Office Integration	Yes	Yes
IP Softphone Module	License Required	License Required
CA Supervisor	License Required	License Required

Notes:
1. All Licenses are installed in the KX-NCP platform via system programming tool.
2. Number of Softphone users is limited by the NCP system capacity

Communication Assistant Licenses

Model	Type	Description
NCS2101	CA-Basic (1 User)	CA-Basic for 1 user
NCS2105	CA-Basic (5 Users)	CA-Basic for 5 users
NCS2110	CA-Basic (10 Users)	CA-Basic for 10 users
NCS2201	CA-Pro (1 User)	CA-Pro for 1 user
NCS2205	CA-Pro (5 Users)	CA-Pro for 5 users
NCS2210	CA-Pro (10 Users)	CA-Pro for 10 users
NCS2301	CA-Supervisor (1 User)	CA-Supervisor for 1 user

Requirements

Systems	
Communication Platforms	KX-NCP500, KX-NCP1000
Messaging	KX-TVM50, KX-TVM200
Communication Link	TCP/IP (LAN)
System Phones	DPT, IPT, SLT, PS

Client PC Hardware	Recommended for CA Client (Basic/Pro)
CPU	Core/Pentium / Celeron
	Family / comparable CPU
	2.0GHz (or higher)
RAM (Memory)	512 MB (or higher)
Hard drive	2.0GB Free Space
Display	1280 x 1024
	256 Colours (or higher)
LAN (Ethernet)	100BaseT

Client PC – Software	
Operating Systems	Windows XP / Windows Vista

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