



## COMMUNICATION ASSISTANT

Panasonic Communication Assistant productivity software suite is a highly intuitive unified communications solution that blends easy point and click telephony together with presence, availability, Microsoft Outlook® integration, visual voice messaging and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

The software supports two types of deployments - (a) CTI Server-less deployment - for single site small to medium businesses and (b) CTI Server based deployments - to support multi-site companies with up to eight (8) separate locations, and up to four (4) locations running on a single server. The communication assistant client can be installed in four different modes depending on the set of features - required.

### ▶ CA Basic-Express

Point and click telephony – basic features including MS Outlook Toolbar.

### ▶ CA Pro

Intuitive point and click telephony – fully featured with real-time presence and availability indication.

### ▶ CA Supervisor

For Team Leaders, Managers or Supervisors to easily monitor and manage real-time telephony activities of group members and agents.

### ▶ CA Operator Console

A company receptionist can use the Console application to quickly and easily handle all calls, professionally handling company communications between customers and colleagues.

### ▶ OPTIONS

Communication Assistant comes with various options - that can be enabled to enhance the application for improved productivity.

#### • VoiceMail Assistant (VMA)

– A Unified Messaging module that allows users to visually manage their Voice Messages. Modes supported: All.

#### • Softphone

– Allows users to use their computers over broadband IP networks - as office extensions.  
Modes supported: All.

#### • Network Support

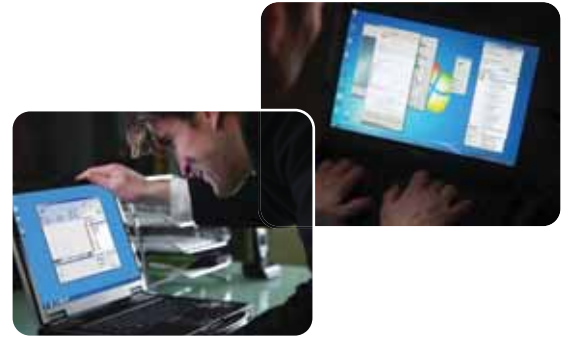
– Allows users to view presence and easily communicate with colleagues across multi-sites (multi-systems). Modes supported: Pro / Supervisor / Operator Console.

#### • Group Agent Features

– Allows users in informal call centres to have point-click access to common agent features - such as login-logout, wrap up, etc. Modes Supported: Pro / Supervisor / Operator Console.

#### • Thin Client Support

– Supports Microsoft Windows and Citrix XenApps Terminal Server environment.

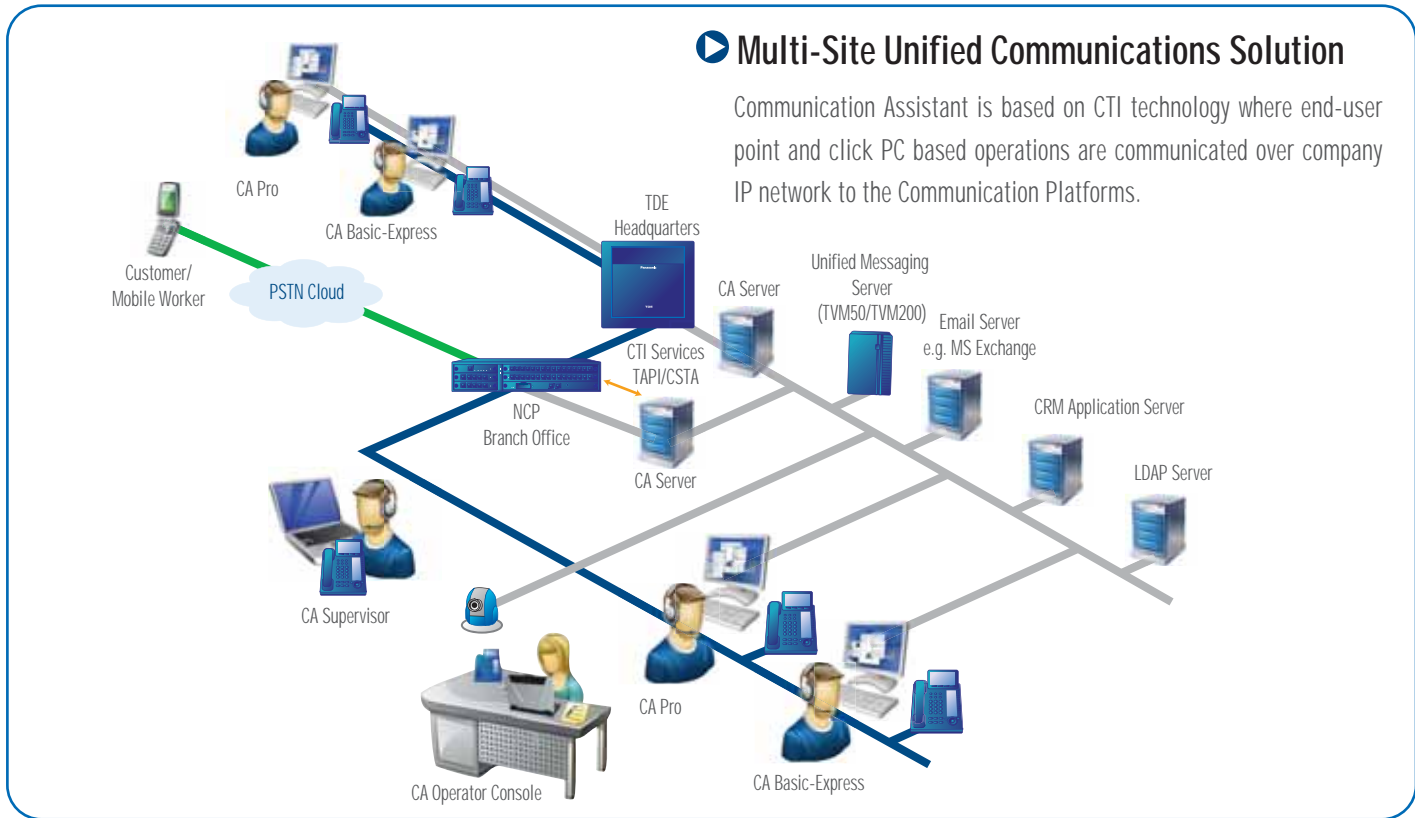


### ▶ KEY FEATURE HIGHLIGHTS

- Point and Click Call Control
- Rich Availability and Presence Functionality
- Team Collaboration Tools
- Contact Search by "Group"
- Automatic Presence Change
- Integrates with LDAP server
- Instant Messaging (Chat)
- Chat Proceeding Indication
- Chat Call back
- Visual Voice Messaging with built-in VMA module
- Unified Messaging via optional KX-TVM50/TVM200
- Integration with Microsoft® Outlook® 2003/2007
- Door Phone and Sensor Control
- IP Camera integration and control
- Call History, Calls Made, Calls Missed
- Call Centre Features
  - Agent Login/Logout and Wrap-up
  - Supervisor Group Call Monitoring and Management

### ▶ CA SERVER BASED ENHANCED FEATURES

- Increase Capacity (up to 1022 users)
- Use Common Contact list from CA Server
- Select Presence Based Contact method
- Multi-site Networking (8 sites)
- Support for Thin Client IT environment
- 'MyList' Favourites Feature working across networked PBX
- Conference (requires OneNet)
  - 'Drag and Drop' conference participants
  - Mute, Hold and Drop supported
- PBX Networking features (requires OneNet)
  - Listen In
  - Message Waiting / Call back
  - Call Pickup
  - Busy Override
- Output caller information
- Send SMS message
- Disable Chatting
- Automatic contact name update



## ▶ Multi-Site Unified Communications Solution

Communication Assistant is based on CTI technology where end-user point and click PC based operations are communicated over company IP network to the Communication Platforms.

## ▶ CRM INTEGRATION

Communication Assistant unified communication Clients support integration with most popular TAPI Based desktop CRM software applications and have been tested for compatibility with:

- ▶ Goldmine (Ver. 6.0)
- ▶ ACT! by Sage 2007 (Ver. 9.0)
- ▶ TwixTel (Common in Switzerland)

Note: CRM Integration not available in Basic-Express mode. This feature may not work with some CRM software, depending on the software specification.

## ▶ LANGUAGES SUPPORTED

The Communication Assistant client and server software support the following languages:

- |            |              |             |
|------------|--------------|-------------|
| - Croatian | - German     | - Spanish   |
| - Czech    | - Hungarian  | - Russian   |
| - Dutch    | - Italian    | - Ukrainian |
| - English  | - Portuguese | - Chinese   |
| - French   | - Polish     |             |

## ▶ ONENET ADVANTAGE

Communications Assistant has now been enhanced by OneNet. OneNet now enables CA v3.0 to extend many of its powerful features seamlessly across multiple sites - features such as:

- ▶ Conferencing – Use easy 'drag and drop' conferencing across multiple locations. Mute, Hold or Drop local and remote conference participants
- ▶ Listen In – Manage networked call groups with the ability to listen in on conversations at remote networked locations.
- ▶ Call Pickup
- ▶ Busy Override
- ▶ Enhanced Status Information for Networked users

## ▶ COMMUNICATION ASSISTANT CSTA MULTIPLEXER

CSTA Multiplexer is a middleware software that allows multiple CTI applications including 3rd party vendor applications to connect and run simultaneously on the same communication platform. CSTA Multiplexer can run together on the same computer hardware as the CA Server.

## ▶ SPECIFICATIONS

Platform Supported	KX-NCP (500/1000), KX-TDE (100/200/600) (With Communication Assistant Server)				KX-NCP (500/1000), KX-TDE V3 or above (100/200/600) Serverless (PBX only)			
	Basic-Express	Pro	Console	Supervisor	Basic-Express	Pro	Console	Supervisor
Built-in	5/10/20*1	2/4/8*1	-	-	5/10/20*1	2/4/8*1	-	-
Additional Users	Downloadable*2	Activation Key	Activation Key	Activation Key	Downloadable*2	Activation Key	Activation Key	Activation Key
Max. Users *3	1022	1022	128	128	240*4	240*4	128	4
Presence	Yes*	Yes	Yes	Yes	Yes*5	Yes	Yes	Yes
Instant Messaging (Chat)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Call History (Entries)	10	1000	1000	1000	10	1000	1000	1000
Contact (Entries)	10	1000	1000	1000	10	1000	1000	1000
Dial from Any Application	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
MS Outlook Toolbar	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
TAPI Integration	No	Yes	Yes	Yes	No	Yes	Yes	Yes
LDAP (Outbound)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
VoiceMail Assistant	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Thin Client Support *6	Yes	Yes	Yes	Yes	No	No	No	No
IP Softphone Module *7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Network *8	No	Yes	Yes	Yes	No	No	No	No
Group Agent Features	No	Yes	Yes	Yes	No	Yes	Yes	Yes
Conferencing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

- \*1. Depends on Platform Selected - see Free and Trial Clients Available table.
- \*2. Downloadable Activation key required.
- \*3. Limited to platform capacity.
- \*4. NCP/TDE must support V4.2 or higher
- \*5. Presence indication when icon clicked.
- \*6. 1 license is required per CA Server
- \*7. Activation Key required. 60 day trial available in serverless mode. Number of users is limited by the platform capacity.
- \*8. CA Server is required. Max 8 Sites supported.

## ▶ COMMUNICATION ASSISTANT SERVER

Communication Assistant Server is a CTI Server platform - that is required for increased user capacity (more than 240\*4 users), multi-site networking and thin-client support.

Features	Platforms	CA Server Required
More than 240 CA Users	NCP/TDE	Yes
Networking Support	NCP/TDE	Yes
Thin Client Support	NCP/TDE	Yes
Presence based contact method	NCP/TDE	Yes
Missed Call Log*	NCP/TDE	Yes

Table A: Shows when CA server is required.

\* Allows users to view logs of calls missed while client PC is turned Off.

## ▶ SOFTPHONE LICENSING

Platforms	KX-NCP/KX-TDE	KX-TDE
Softphone Connected	MPR Card	IP Extension Card
License Registered	MPR Card (Activation Key)*1	PC (Key Code)
Call Recording on PC + Dial/Paste Feature	License required on PC *2	License required on PC *1

\*1. Activation Key is needed to enable IP softphone when using KX-NCP/KX-TDE when softphone extension is connected to the MPR card.

\*2. NCS810x Softphone License x 1.

## ▶ REQUIREMENTS

Systems		Client PC Software	
Platforms Supported (with CA CTI Server)	KX-NCP, KX-TDE	Operating Systems	Windows XP SP2 or above / Windows Vista Business / Windows 7 Professional
Platforms Supported (without CA CTI Server)	KX-NCP, KX-TDE V3	Client PC Hardware	Recommended for CA Client (Basic-Express/Pro)
Messaging	KX-TVM50, KX-TVM200	CPU	2.0 GHz / Pentium / Celeron Family / comparable CPU
Communication Link	TCP/IP (LAN)	RAM (Memory)	1 GB
System Phones Supported	DPT / IP-PT / DECT PS / APT	Hard drive	2.0GB Free Space
<b>CA Server Requirements</b>		Display	1280 x 1024 16 Bit, 256 Colours (or higher)
CPU	2.0 GHz Intel Pentium / Celeron Family / Compatible	LAN (Ethernet)	100BaseT
OS	Windows XP Professional SP2 (CPU:32 Bit) Windows Server 2003 Standard Edition (CPU:32 Bit) Windows Vista Business (CPU:32) Windows Server 2008 Standard Edition (CPU:32) Windows 7 Professional		
Hard Drive	Capacity : 2GB		
Memory	1GB		

## ▶ FREE AND TRIAL CLIENTS AVAILABLE

Free and Trial versions of Communication Assistant Clients are available based on the communication platform selected, so businesses can immediately use and benefit from advanced productivity applications.

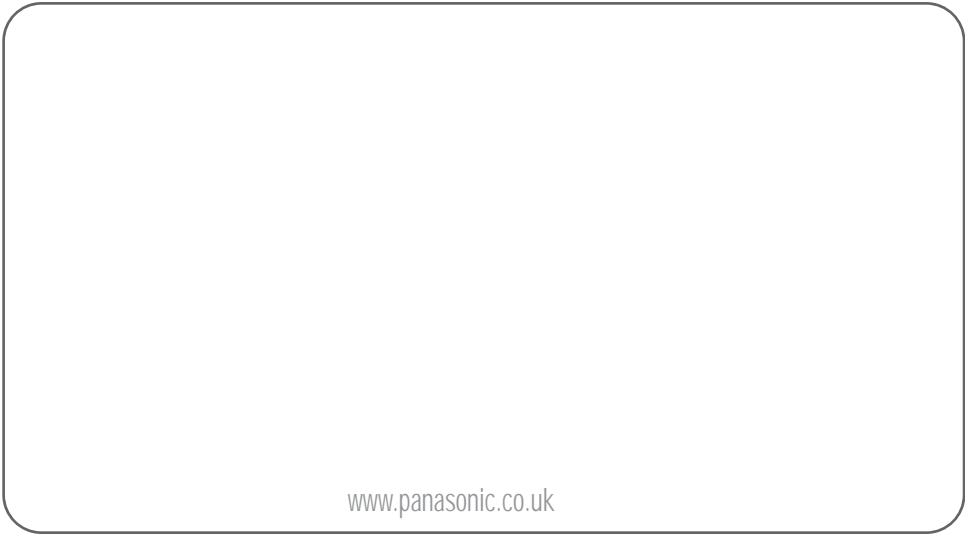
Communication Platform	CA Basic-Express Built-in	CA Pro Trials*1
NCP500/1000	5	2
TDE100/200	10	4
TDE600	20	8

Note: CA Pro trials are available for 60 days. Pro Trials can also be used to try out Softphone or Operator Console mode for 60 days. The 60 day trial time is calculated from when the application is first installed on user PCs.

## ▶ TRY BEFORE YOU BUY

60 day Trial is available for businesses to try out Communication Assistant software using CA Pro mode, while all\* users can be set up to use the Basic-Express mode using downloadable activation keys.

\* Depends on platform and deployment type. See specification details.



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EVERYTHING MATTERS