

Panasonic Solution Developer Network

Panasonic is offering a PBX partner program (Panasonic Solution Developer Network for Communication Products) to offer integration between Panasonic PBX and 3rd party vendor applications. For the software vendors registered in the program, Panasonic provides the latest technical specification and support to our partners interoperability testing. The 3rd party vendor successfully tested the software product stated in this solution leaflet, in accordance with the 'self-test' specification provided by Panasonic.



Call Center Solution

► Type of Business and Merit

- Type of Business : Financial Services, Telephone Services, Distribution, Transportation, Manufacturing, Government, Publishing, Healthcare, Utilities, Insurance, Education, Services
- Merit : Inbound, Inquiry, Order entry, Information, Support, Emergency, Reservations, Appointments, Billing, Service, Information, Outbound, Collections

► Application Name - Vendor

SIP IVR - Poltys Inc.

► Overview

SIP IVR is a standalone IP Telephony application based on SIP protocol that provides automated inbound/ outbound call interactions based on touch tone commands supplied by customers.

As pure software solution, SIP IVR keeps the costs down while connecting directly to IP-PBX equipped with SIP extensions. No additional telephony hardware is necessary.

► Main Feature

- SIP Based, no telephony hardware required
- Support touch tone or voice recognition
- Play Text to Speech and predefined voice prompts
- Record voice messages
- Support for inbound and outbound calls
- Completely automated information retrieval and delivery through multiple channels using visual scripts
- Choose drag and drop functionality without requiring extensive programming projects cost
- Configurable DID and Number to dial tables

► System Configuration



