

Panasonic

Communication Assistant

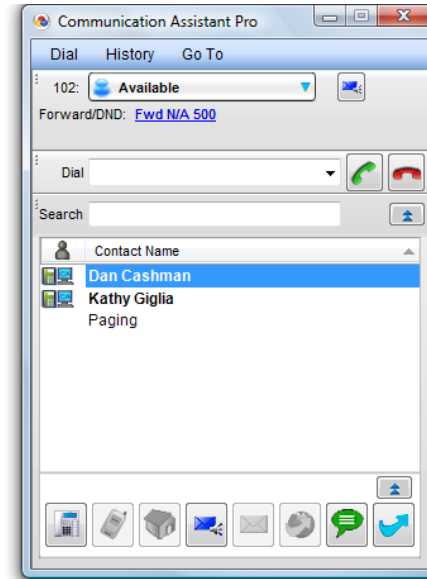
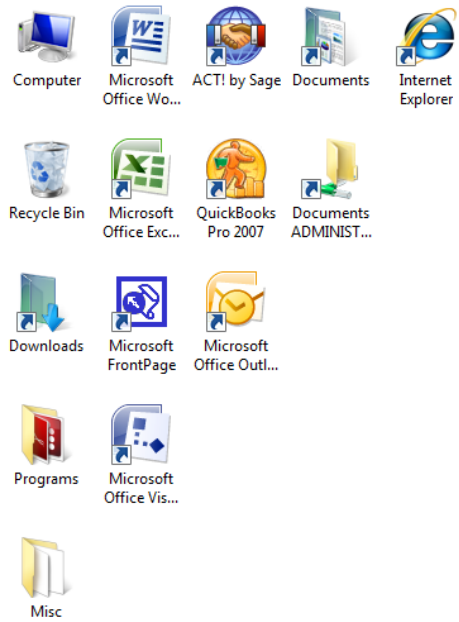
A Communication Management Application Suite



Major Features:

- Incoming Caller Information Screen Pop
- Microsoft Outlook Integration
- Point and Click Call Control
- Enhanced Voice Mail Management
- Presence (Set & View others)
- Instant Messaging (Chat)
- Call History
- Agent & Call Center Management

Call Management Screen

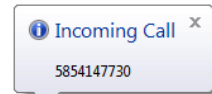
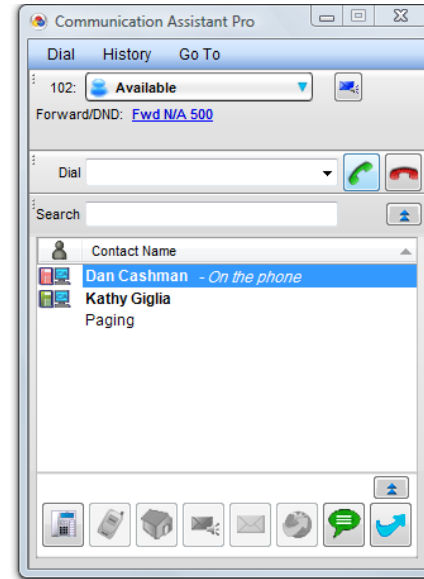
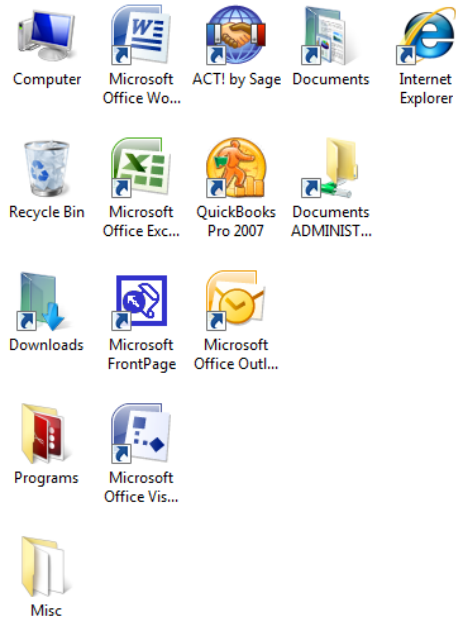


Call History

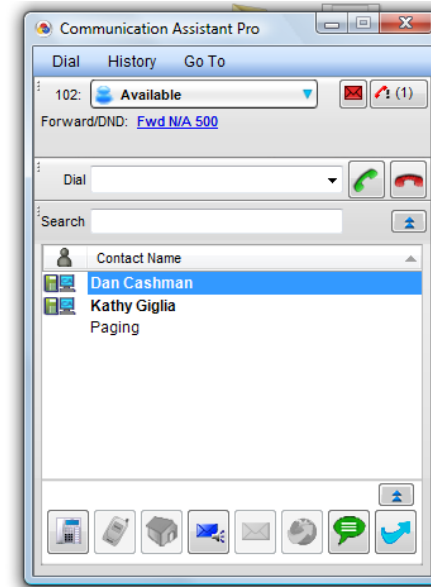
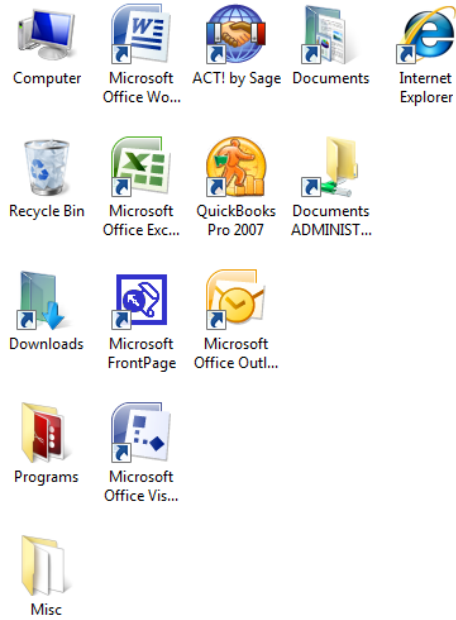
The screenshot shows the 'History' window of 'Communication Assistant Pro'. The window title is 'History' and it has a search bar and several action buttons: Call, Memo Open, Delete, Save to CSV, Contact List, and Speed Dial. The main area contains a table of call records.

Type	Start Time	Disconnect Time	Phone Number	Name	Duration	Ring	Call Condition	Call For	Memo
←	12/8/2009 4:11:03 PM	12/8/2009 4:11:13 PM	136	Voicemail 1	9s	1s			
←	12/8/2009 4:08:19 PM	12/8/2009 4:09:44 PM	4147730		1min 13s	12s			This is a test call
←	12/8/2009 4:07:10 PM	12/8/2009 4:08:12 PM	136	Voicemail 1	1min 2s	0s			
←	12/8/2009 4:06:25 PM	12/8/2009 4:06:43 PM	136	Voicemail 1	16s	2s			
←	12/8/2009 3:47:05 PM	12/8/2009 3:48:05 PM	7193160		47s	13s			
←	12/8/2009 2:38:44 PM	12/8/2009 2:39:11 PM	7193150		14s	13s			
←	12/8/2009 2:31:03 PM	12/8/2009 2:34:14 PM	3997003		3min 5s	6s			
←	12/8/2009 2:29:48 PM	12/8/2009 2:30:50 PM	136	Voicemail 1	1min 1s	1s			
←	12/8/2009 12:06:18 PM	12/8/2009 12:09:14 PM	136	Voicemail 1	2min 55s	1s			
←	12/1/2009 3:19:13 PM	12/1/2009 3:19:49 PM	5852491330		3s	33s			
←	12/1/2009 3:09:12 PM	12/1/2009 3:10:33 PM	2359100		1min 10s	11s			
←	12/1/2009 3:02:35 PM	12/1/2009 3:03:57 PM	5857852580		1min 7s	15s			
←	12/1/2009 3:00:41 PM	12/1/2009 3:02:32 PM	5852563800		1min 31s	20s			
←	12/1/2009 2:59:01 PM	12/1/2009 3:00:39 PM	17168741380		1min 18s	20s			
←	12/1/2009 2:56:19 PM	12/1/2009 2:58:57 PM	5853960584		2min 22s	16s			
←	12/1/2009 2:52:11 PM	12/1/2009 2:56:05 PM	5852729400		3min 37s	17s			
←	12/1/2009 2:45:57 PM	12/1/2009 2:49:09 PM	18005969639		2min 58s	14s			
←	12/1/2009 2:38:15 PM	12/1/2009 2:42:26 PM	5855306206		3min 52s	19s			
←	12/1/2009 2:31:47 PM	12/1/2009 2:36:42 PM	2239476		4min 43s	12s			
←	12/1/2009 2:18:46 PM	12/1/2009 2:19:53 PM	5857193157		39s	28s			

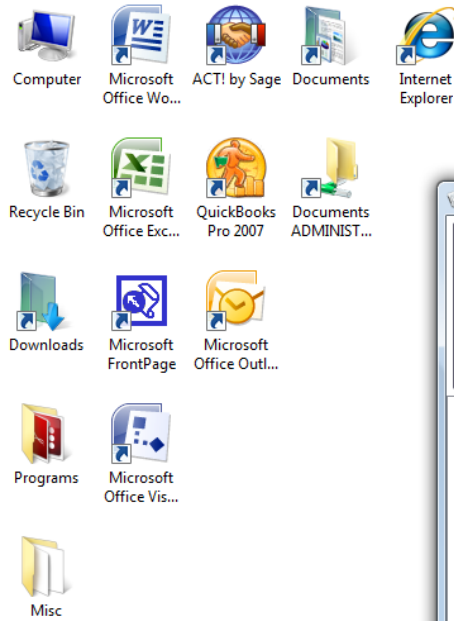
Incoming Caller Information Screen Pop



Enhanced Voice Message Management



Enhanced Voice Message Management



Communication Assistant Pro

Dial History Go To

102: Available
Forward/DND: Fwd N/A 500

Call Control

**Voicemail 1
136**

Connected
Duration: 00:00:03

- Transfer the call
- Put the call on hold
- Make a conference
- Park the call (Automatic)
- Park the call (Manual)
- Transfer to VM
- Record to VM
- Send DTMF
- Send Flash (EFA)
- Write memo
- Split the call
- Hang up

Voice Mail Assistant (ver.1.0.18.0)

00:00 / 00:08

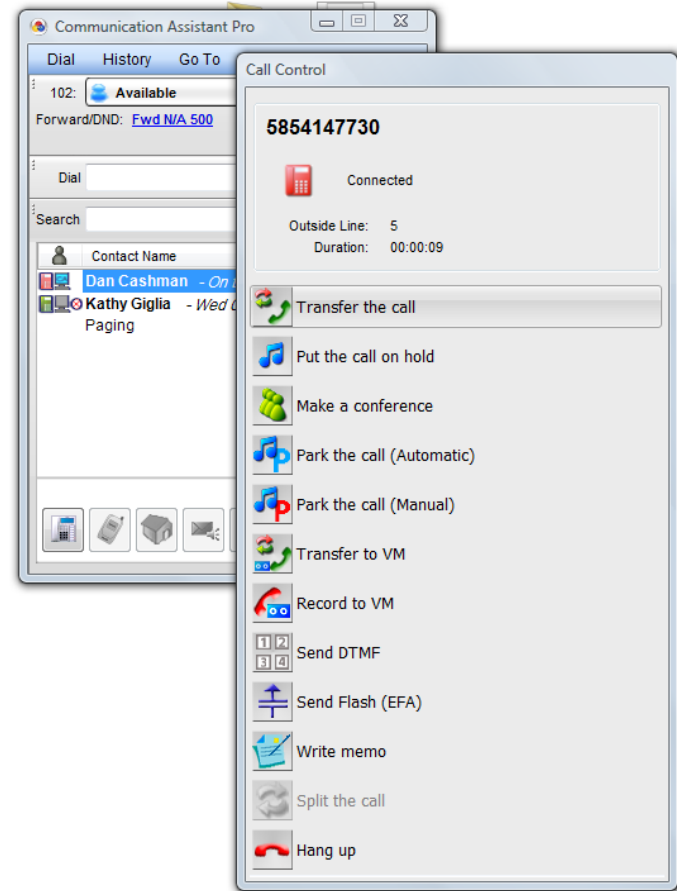
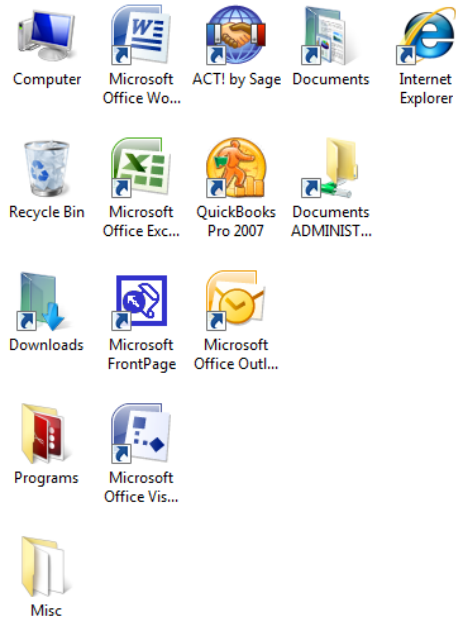
Playback speed: 0.5 1.0 2.0

Buttons: Callback, Delete, E-mail Transfer, More Actions, Find Next

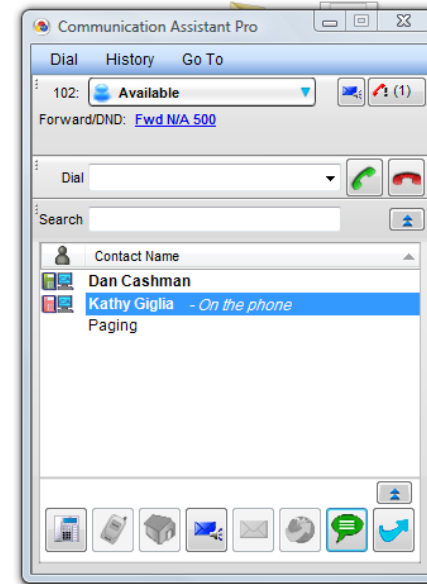
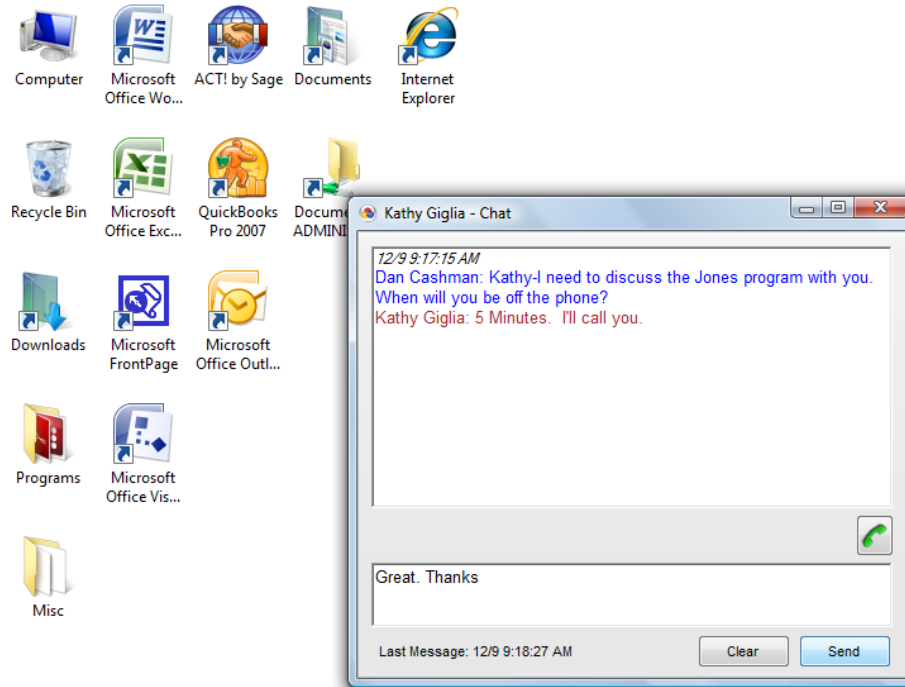
Caller Name	Phone Number	Received Date	Length	Retention Date	Mode
	5854147730	12/9/2009 9:14:07 AM	00:08	1/9/2010 12:00:00 AM	Normal
Kathy Giglia	103	12/8/2009 2:06:00 PM	00:15	unlimited	Transferred
Kathy Giglia	103	12/1/2009 4:10:00 PM	00:49	unlimited	Transferred
PHALEN, CHAR...	3159861053	11/22/2009 8:43:44 PM	01:04	unlimited	Normal
Kathy Giglia	103	8/17/2009 12:00:00 PM	00:40	unlimited	Transferred
		8/4/2009 8:57:53 AM	00:17	unlimited	Normal



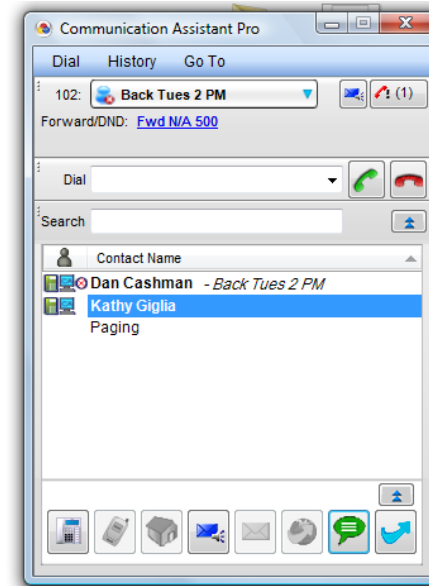
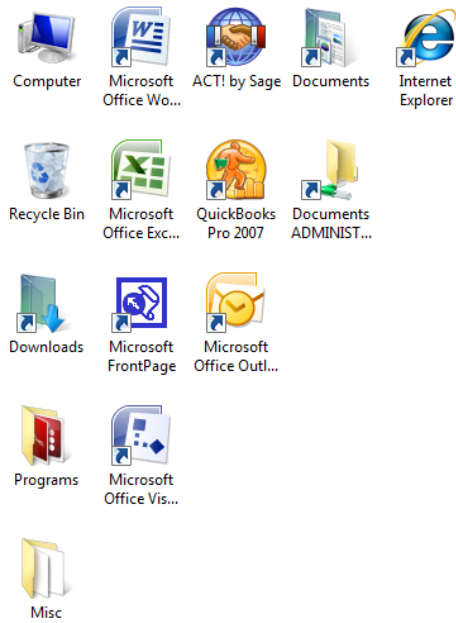
Point and Click Call Control



Instant Messaging (Chat)



Presence (Set and View)



Outlook Integration—Call From Database

The screenshot shows the Microsoft Outlook interface with the Contacts window open. The search results for 'daniel' are displayed in a table format. The table has columns for Full Name, Company, File As, Business Phone, Business Fax, Home Phone, Mobile Phone, Journal, and Category. Two contacts are listed:

Full Name	Company	File As	Business Phone	Business Fax	Home Phone	Mobile Phone	Journal	Category
Daniel C. Cashman I		Cashman I, Daniel C.						
Daniel C. Cashman II	AstraNetworks	Cashman, Daniel C.	5853775480!#6*1...	(585) 641-0586		(585) 414-7730		Busi

Below the table, there is a message: "Did you find what you were searching for? Try searching again in All Contact Items." The left sidebar shows the navigation pane with 'Contacts' selected. The right sidebar shows a 'To-Do Bar' with a calendar for December 2009 and a list of tasks: 'Consumer Counseling 10:00 AM - 11:00 AM', 'Mark Lee 1:00 PM - 2:00 PM', and 'Lockworks 4:00 PM - 4:30 PM'. The task list is currently empty, with the message 'There are no items to show in this view.'

Outlook Integration—Incoming Call Screen Pop

The screenshot displays the Outlook 2007 interface for a contact named Daniel C. Cashman II. The contact information is organized into sections: Business, Internet, Phone numbers, and Addresses. A business card image is also present. An 'Incoming Call' notification pop-up is shown in the bottom right corner of the Outlook window, indicating an incoming call from Daniel C. Cashman II with the phone number 5854147730.

Business

Full Name... Daniel C. Cashman II
Company: AstraNetworks
Job title: Chief Executive Officer
File as: Cashman, Daniel C.

Internet

E-mail... DanielCashman@AstraNetworks.net
Display as: Daniel Cashman (DanielCashman@AstraNetworks.net)
Web page address: <http://www.AstraNetworks.net>
IM address:

Phone numbers

Business... 5853775480!#6*1021019#
Home...
Business Fax... 5851 641-0586
Mobile... 5851 414-7730

Addresses

Business... 590 Packett's Landing
Fairport, New York 14450
 This is the mailing address

Business Card

Daniel C. Cashman II
AstraNetworks
Chief Executive Officer
5853775480! #6*1021019#
(585) 414-7730 Mobile
DanielCashman@AstraNetwork...
590 Packett's Landing
Fairport, New York 14450
<http://www.AstraNetworks.net>

Notes

Direct numbers:
Rochester – 585-421-8550
Syracuse – 315-282-0212

Incoming Call
Cashman, Daniel C.
5854147730