

# Communication Assistant Series

Enhanced Communications Solutions



Productivity Application Suite



To Get Things Done



**Panasonic ideas for life**

# Enhanced Communications

**Customized communication solutions for business that leverages today's best technologies.**

Using a combination of advanced telephony products along with other IP-enabled applications, Panasonic provides richer, fully-capable business communication solutions for your business today.

## CA – Communication Assistant Productivity Application Suite

**Communication Assistant is a highly-intuitive application for the NCP and TDE platforms. It provides a number of features including:**

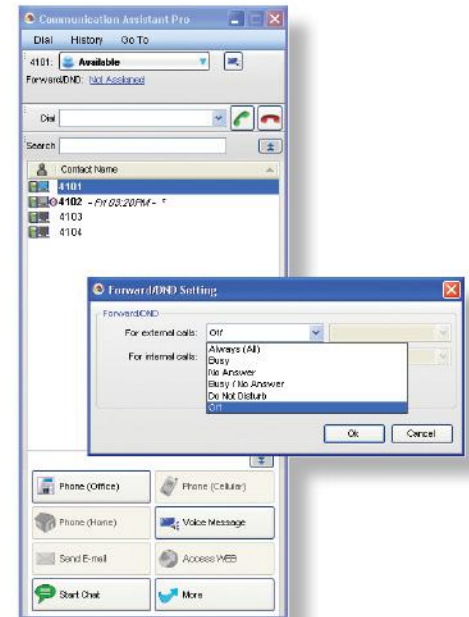
- Enhanced Voice Messaging (VMA)
- Instant Messaging (Chat) and Presence Capabilities
- Microsoft® Outlook®, CRM (TAPI) and Third Party Database (LDAP) Contact Integration
- Thin Client Support<sup>1</sup>
- Softphone

In addition, you can access presence information on other Panasonic PBXs and initiate chat or make and transfer calls across the network (server version required).

**Communication is key to running a successful business, whether you are small or large. Communication bottle-necks can seriously affect customer service, damage client relationships and lower productivity.**

Panasonic Enhanced Communication productivity suites offer an affordable, flexible, and reliable solution that can deliver improvements such as:

- Increase Revenue
- Enhance Customer Satisfaction
- Reduce Cost & Improve Employee Productivity
- Strengthen your competitive position



Remote Worker using Softphone



Phone Operators



Office worker checking Voice Mail



Supervisor supporting team members



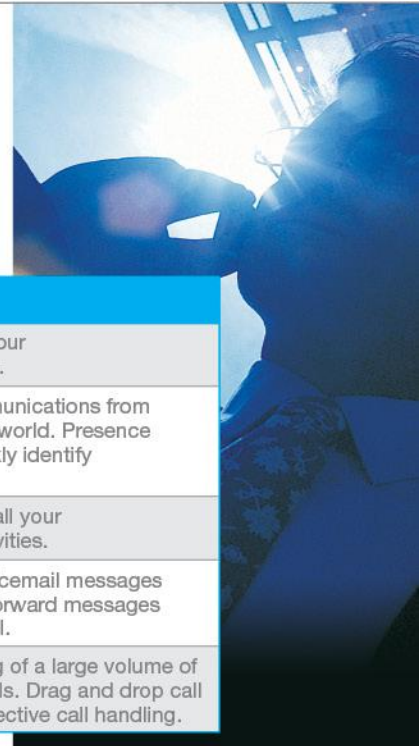
Office workers

# Solutions from Panasonic

**Communication Assistant productivity suite removes communication obstacles, improves productivity and significantly delivers on a strong ROI.**

Panasonic offers a variety of functionality levels from standard with CA Basic through enhanced with CA Pro to meet any need:

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.	Visually manage all your communications from your PC from anywhere in the world. Presence and chat/IM allow you to quickly identify coworker availability.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your groupmembers telephony activities.
VoiceMail Assistant Module	Enables access to unified messaging.	Allows users to check their voicemail messages visually from a PC as well as forward messages to others as .wav files via email.
CA Operator Console	Manage & redirect multiple calls simultaneously.	Permits more efficient handling of a large volume of call traffic including parked calls. Drag and drop call transfer makes for fast and effective call handling.



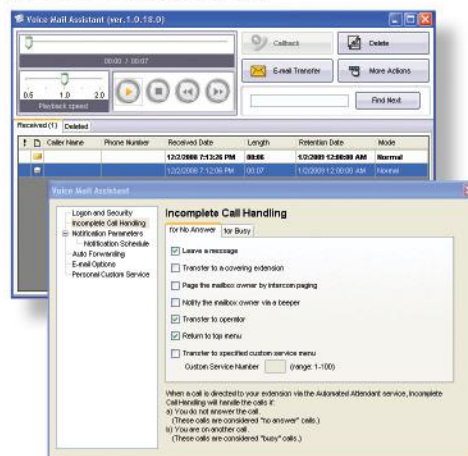
## VM Assistant – Flexible, Easy-to-Use, Unified Messaging

Access any voice messages you have and in the order that you prefer to retrieve them. All you need is a computer with network access with VM Assistant.

Additionally, companies using the optional KX-TVA voice Messaging solution can use Communication Assistant to visually manage their voice mails with Voice Mail Assistant.

This allows you to:

- Visually see their voicemail messages
- Play and pause messages
- Skip messages forward or rewind messages
- Change the playback speed
- Delete unwanted messages
- Centralized voice mail feature allows you to seamlessly share messages across all your networked PBXs.
- Change and administer voice mailbox options
- Export messages to their PC
- Call back the person who has left the message
- Send a message as email attachment
- Transfer a message as an email attachment using Outlook



## Communication Assistant – IP Softphone

CA IP Softphone module allows road warriors, sales and support staff or or anyone else to use their computer as an IP Phone for anytime, anywhere access to the Panasonic Enhanced Communications suite.

By simply connecting to the network, IP Softphone provides the corporate teleworker and remote or traveling employees the ability to connect to the Panasonic NCP or TDE platforms just as if you were in the office, providing cost-effective communications and access to advanced desktop productivity applications such as Communication Assistant.



## Key Features

- Point and click call control
- Presence Functionality
- Instant Messaging
- Visual Voice Mail access
- Unified Communication (integrated with the TVA50/200)
- Integration with Microsoft® Outlook®, CRM (TAPI) and Third Party Database Contact Lists
- Thin Client Support<sup>1</sup>
- Call History logging
- Desktop Call Center Applications
- Agent Log In/ Log out and Wrap Up
- Supervisor Call Group Monitoring
- Compatible with Hard and Soft Phone Options
- Multi-site Networking & Monitoring (server version required)

## Specifications

	CA BASIC	CA PRO	CA SUPERVISOR	CA OPERATOR CONSOLE
Free Keys <sup>2</sup>	5 Users	2 Users (60-day Trial)	None	None
Additional Users	Key Required	Key Required	Key Required	Key Required
Maximum Users	128/256	128/256	4/128 <sup>3</sup>	128
Presence/Instant Messaging (Chat)	Yes	Yes	Yes	Yes
Call History (Entries)	10	1000	1000	1000
Contact (Entries)	10	2000	2000	2000
Microsoft Office® Integration	Yes	Yes	Yes	Yes
IP Softphone Module <sup>4</sup>	Key Required	Key Required	Key Required	Key Required

## Requirements

Systems	
Communication Platforms	KX-NCP500/1000, KX-TDE100/200/600
Messaging	KX-TVA50, KX-TVA200
Compatible System Phones	Digital Proprietary Telephone (DPT) IP Telephone (IPT), KX-NT700 Speakerphone Single Line Telephone (SLT), DECT Wireless (PT) Softphone
PBX	
PBX Model	Required Software File Version
KX-NCP500/KX-NCP1000	PBMMPR Software File Version 2.0000 or later
KX-TDE100/KX-TDE200	PMMPR Software File Version 2.0100 or later <sup>5</sup>
KX-TDE600	PGMPR Software File Version 2.0000 or later <sup>5</sup>

## Communication Assistant Keys

Model	Activation Key Type
KX-NCS2101	CA Basic (1 user)
KX-NCS2105	CA Basic (5 users)
KX-NCS2110	CA Basic (10 users)
KX-NCS2140	CA Basic (40 users)
KX-NCS2149	CA Basic (128 users)
KX-NCS2201	CA Pro (1 user)
KX-NCS2205	CA Pro (5 users)
KX-NCS2210	CA Pro (10 users)
KX-NCS2240	CA Pro (40 users)
KX-NCS2249	CA Pro (128 users)
KX-NCS2301	CA Supervisor (1 user)
KX-NCS2401	CA Operator Console (1 user)
KX-NCS2901	CA Network (1 user)
KX-NCS2905	CA Network (5 users)
KX-NCS2910	CA Network (10 users)
KX-NCS2940	CA Network (40 users)
KX-NCS2949	CA Network (128 users)
KX-NCS2010	CA Thin Client
KX-NCS2020	CSTA MUX Key

1. Key required. Currently supports Microsoft Terminal Services and Citrix XenApp.
2. A limited number of copies of CA Basic can be used on your PBX's network without activation keys. Also, a limited number of free 60-day trials are available for CA Pro and CA Operator Console. All keys are installed in the KX-NCP and KX-TDE platforms via system programming tool.
3. Server version.
4. Number of Softphone users is limited by the NCP system capacity.
5. The PBX's Activation Key for Software Upgrade to Enhanced Version (KX-NCS4910/KX-NCS4950) is also required. Without the activation key, calls put on hold to transfer cannot be retrieved.

[www.panasonic.com/ecs](http://www.panasonic.com/ecs)

## To Get Things Done



Design and specifications subject to change without notice.

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