

Panasonic

ideas for life



ACD Report Server

KX-NCV200

ACD Report Server is designed to bring advanced call centre functions to users of Panasonic PBX systems, such as the KX-TDA100/200 and KX-TDA600. This provides useful functions real-time monitoring and call centre performance reports, and agent log-in.

Oftentimes, the difference between gaining or losing a new customer can hinge on a single telephone call. Panasonic's call centre solution makes sure that every telephone call works in your favour.



Run your company more efficiently and deliver g by monitoring status, making reports and analysi

Real time Monitor
ACD (Automatic Call Distribution) Monitoring

Log Report
Trunk Call Report / System Report

Real time Analysis
Performance Graphs

Voice Mail



Real time Monitor

ACD (Automatic Call Distribution) Monitoring

Clearly knowing actual operating performance is vital to optimising informal call centre management. The Panasonic ACD Report Server lets supervisors monitor parameters, such as the number of active calls, agent status, queue status and agent/group performance.

Example) Incoming Calls, Waiting Calls in Queue, Lost Calls, Total Calls, Answered Calls, Logged-in Agents, etc.....

ACD Monitor

Counter shows each status

Log Report

Panasonic's informal call centre solution also provides a reporting performance. And, this function allows users to create reports on

Trunk Call Report

Managers obtain call information on trunks cumulated for a given period.

The information is as follows.

- Incoming calls that are distributed to ICD groups
- Incoming calls that are distributed to ICD groups but have not been answered
- Incoming calls that are distributed to specified extensions
- Outgoing calls

System Report

The following report can be created according to the user's needs.

A system report shows a summary of the whole system cumulated for a given time.

System Log Report

Greater customer satisfaction using data.

Real time Analysis

Performance Graphs

The number of incoming/outgoing calls and accumulated call data that are monitored by the ACD Report Client can be viewed in graph form. The user can also customize the format, and select the data for producing graphs. These performance graphs are capable of changing to reflect changes in the ongoing status. This function shows the calls and agent's status by statistics and comparative graphs based on the information that is monitored in ACD reports clients.

And, supervisors can consider suitable allocation for agents.

Examples of performance graphs given here following.

Performance Graphs for ICD Group
Agent's Status for Each Agent

Performance Graphs



Voice Mail

KX-NCV200 also offers useful Voice Mail function as same as TVM200.

Combining the ACD Report Server with the Voice Mail System delivers new levels of Communications.

function for the detailed analysis needed to improve informal call centre call information. The following 5 kinds of effective reports are provided.

Group Report

A group report shows a summary of selected ICD groups. Supervisors can use it to obtain the status of each group.

Agent Report

An agent report shows a summary of selected agents in the informal call centre. Supervisors can use it to obtain the status of each agent and to allocate resources.

Agent ID based Report

An agent ID based report shows a summary of selected agents. Agents are selected by Agent ID. Supervisors can use the report to obtain the status of each agent ID.

Each report shows the information below.

- Login Duration
- Total time of agent statuses such as Idle, Busy, Break, and Wrap-up
- Number of incoming calls
- Number of answered calls
- Number of lost calls

The Report Properties and Scheduling ACD Reports screen shown below allows you to create a report, set report properties and schedule the delivery time.

ACD Reports



Agent Log Report



Other Features

Management of Agents with Agent IDs

The ACD Reports Server provides functions for managing agents with Agent IDs. Each agent is provided a unique code called an "Agent ID". Agents are required to login to the system by inputting their Agent IDs in addition to the specified login number when they start working. With this function, the supervisor can obtain the reports on each agent instead on each extension.

Customer Data

This allows users to register caller information in the database, as well as modify and delete that information. And, it displays all the call information related to the caller. Example of Customer Data windows are shown here.

Customer Data



Powerful ACD (Automatic Call Distribution) Function on KX-TDA System

The KX-TDA comes in various types of flexible call distribution systems that fit any company's or office's requirements. UCD (Uniform Call Distribution), Priority Hunting, Simultaneous-Ring and VIP Call are available for any EXT user group with flexible queuing and messaging sequences. An "Longest Idle Extension" mode is also adaptable. (*) Individual EXT users in a group can change their status by one touch operation, for example, Log-in / Log-out or Wrap-up, to increase group-productivity. Overflow and Busy-on-Busy can be adapted as an intercept routing process to give additional flexibility for processing incoming calls.

"Moreover in order to avoid missing calls that bring business opportunities, the KX-TDA offers several selections of "call back-up", such as, Hurry-up Transfer, etc.

All those flexible and valuable features are set-up by the KX-TDA very simply and easily. Thanks to the KX-TDA, right after you simply connect the KX-NCV200 with the TDA, you can enjoy various useful ACD Reports, Agent and Agent Group Monitoring, etc. It is unbelievable, but there is almost no programming between the PBX and ACD Report Server.

This is real "Just Plug and Play!"

(*):Requires the addition of an optional card (TDA*920).



Product Structure

■ ACD Report Client (Software)

- Logs incoming call information for ICD (Incoming Call Distribution) groups.
- Prints out or sends e-mail reports.
- Displays the history of incoming call information.
- Provides a function to monitor the number of incoming calls and the number of answered calls for ICD groups, Queues and Agents by ACD (Automatic Call Distribution) monitoring.
- Displays graphs using the performance graphs function.

■ ACD Report Server (Hardware and Software)

- Stores the incoming call information data that is displayed by the ACD Report Client.
- Transfers the data to the ACD Report Client when requested.

ACD Report Server Feature

- ACD Monitor
- Performance Graphs
- Reports
 - Trunk Call Report
 - System Report
 - Group Report
 - Agent Report
 - Agent ID based Reports
- Logs
 - Call Log
 - Agent Log
 - Agent Log-in

PBX Hardware

	Details
Supported PBX MPR Version	KX-TDA100/200 (V3.00 or later) / KX-TDA600 (V3.10 or later)
Connection	LAN (CTI Link Card is required for LAN)

System Requirements for ACD Report Client

Item	Minimum	Recommendation
CPU	Celeron 1.0 GHz	Pentium4 1.6 GHz or greater
RAM (Memory)	256-MB RAM	512-MB RAM or greater
OS	Windows 2000 Professional SP4 Window XP Home Edition SP2 Windows XP Professional SP2	Windows XP Home Edition SP2 Windows XP Professional SP2
HDD	2-GB hard drive space	5-GB hard drive space
Video	1024 x 768	1280 x 1024
Communication port (LAN)	10BaseT	100BaseT or greater

Optional Accessories

KX-TVM204	4 - Port Digital Expansion Card
KX-TVM296	Modem Card

Voice Mail Features.

Number of Ports	0 to 24
Connectable PBX	Panasonic KX series PBX
Extension Numbering	2 to 5 digits (programmable)
Message Waiting Lamp	Data line of DPT interface
Voice Storage	Max. 1000 h
Number of Mailboxes (including System Manager and Message Manager mailboxes)	Max. 1024
Number of Messages	Unlimited
Personal Greeting Messages	1 to 360 sec (programmable)
Message Retention Time	1 to 30 days, or unlimited (programmable)
Maximum Message Length	1 to 60 min. or unlimited (programmable)
Activity Reporting	Custom Service Report, E-mail Report, Call Account Report, Port Usage Report, HDD Usage Report, Mailbox Usage Report, Fax Call Report, Mailbox Information Report, Call Handling Statistic Report, Message Status Report, Subscriber Setup Report, Security Information Report, Hourly Statistics Report
Connections	Modular connectors
Telephone Line:	(4-conductor wire)
Data Port:	USB Interface, LAN Interface

System Connection Diagram

