

ONE PROGRAM, MANY
OPTIONS.

Call Centre PanaPro software is a tool for Comprehensive Business Management.

Through possibility of many CTI systems integration you are able to manage connections with your customers on successfully getting new ones. Reporting functions give you up-to-date information about system changes in order to react to decreasing or increasing numbers of incoming phone calls. Also, integration with other business systems used in enterprise processes increases the return on investment.

Every Contact Centre is based on 3 elements: technology, human and information. However we can't forget that properly selected technology is an indispensable element of a modern contact centre.

PanaPRO

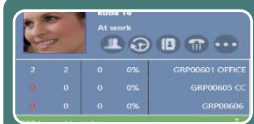
Software supported with:

- KX-TDE 100
- KX-TDE 200
- KX-TDE 600
- KX-NCP 500
- KX-NCP 1000
- KX-NS 500
- KX-NS 700
- KX-NS 1000
- KX-NSX 1000
- KX-NSX 2000

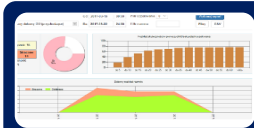
Available modules:



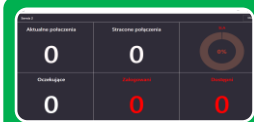
PanaPro CTI



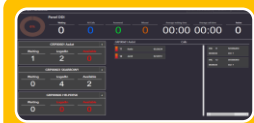
PanaPro CC



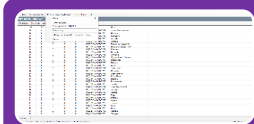
Analyzer



Wallboard



Console



Account	Balance	Usage	Rate	Amount
1001	100.00	1000	0.10	100.00
1002	200.00	2000	0.10	200.00
1003	300.00	3000	0.10	300.00

PanaBilling

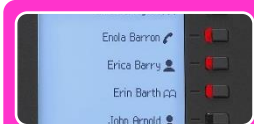


PanaHotel



ID	Name	Age	Gender	Address
1001	John Doe	30	Male	123 Main St
1002	Jane Smith	25	Female	456 Oak St
1003	Bob Johnson	40	Male	789 Pine St

PanaRec



PanaPro BLF



PanaProvisioning



Basic window with information about calling party:

- DSS function and status
- Activity history
- Contact card
- Phone control
- Options



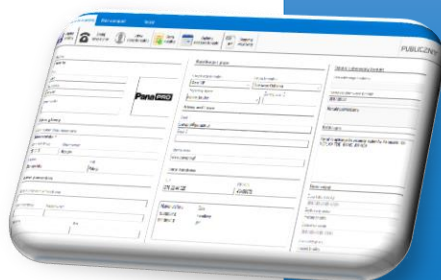
Favourites window with DSS functions:

- Busy Lamp Field (BLF)
- Internal number list
- Name and message display
- Profile picture and availability status
- Additional menus



Chat window:

- Safe chat with internal user
- Multiple 2 party conversations
- File sharing



Contact window:

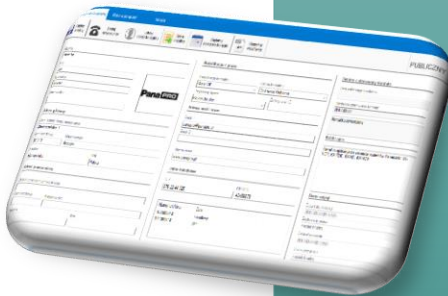
- Basic information about customers
- Activity history with customers
- Notes
- Contact export to .csv
- Public or private contact

Agent window:



- Contact card
- ICD groups members status display
- Group or Agent Login/Logout control
- Group performance counters
- Agent activity history
- DSS keys
- Function keys
- Online display of waiting calls counter
- Online display of Caller information

Contact Card:



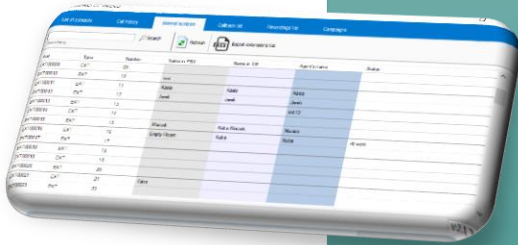
- Customer contact information
- Activity history
- Notes
- Call Back list
- Internal number list
- Campaigns (optional)
- Recordings list (optional)

Favourites window with DSS function and chat window:



- Busy Lamp Field (BLF)
- Internal number list
- Name and message display
- Profile picture and availability status
- Additional menus
- Safe chat with internal user
- Multiple 2 party conversations
- File sharing

Internal number list:



- Port
- User extension
- User name in PBX
- Agent name
- Status
- Export to a file .csv

Call Back list:



- Date and time of missed calls
- DDI number
- Internal group
- Counters
- Comments
- Automatic change of connection status
- Current/Next call information

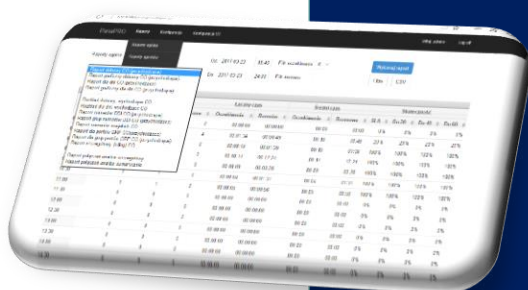
Campaigns:



- Select campaigns
- Number to call
- Defined campaign settings
- Connection status

Analyzer (3AS-PANAPRO-Analyzer)

Analyzer to monitor work efficiency:



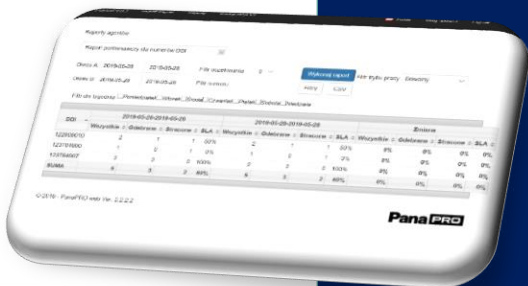
- General reports
- Agent report
- Graphical report
- Detailed analysis
- DISA report
- CallBack report
- Compare report
- Group report
- Special report
- Includes PanaRec license
- includes PanaPro BLF license

Analyzer to monitor work efficiency:



- Graphical report
- Time range
- Pie charts
- Bar charts
- Line charts
- Write to file
- Web accesible

Analyzer for testing work efficiency:



- Compare reports
- Compare selected periods
- Call volumes during selected periods
- Detailed analysis
- Write to file
- Access through www

Wallboard CC (3AS-PANAPRO-CONSOLE)

Wallboard :



- The same license as the Console
- Split into 4 or 6 windows
- Panel name
- SLA
- Charts
- Counters
- Individual adjustments
- Real-time work
- Performance measurement
- Alarms and counters
- Group load performance data

Console CC (3AS-PANAPRO-CONSOLE)

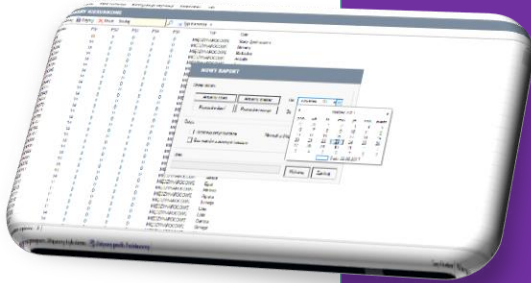
Console Real-time functions :



- Number of calls on the selected DDI number
- Available agents
- Current held calls.
- Occupied channels
- Remote agent login/logout
- Measurement of effectiveness
- Alarms and counters
- Group membership status

PanaBiling

(3AS-PANABILIG)



PanaBiling :

- Reports for internal numbers
- Multiple PABX management
- Report for selected time period
- Personalised call rates
- Multiple operators management
- Account Codes
- RS232/LAN
- Supports all internal ports in PABX

PanaHotel

(3AS-PANAHOTEL)



PanaHotel :

- License for 30, 50, 100, 500 rooms
- Guest Check-in / Check-out
- Wake-Up Alarm service
- Minibar
- Room status
- Billing
- Check-in history

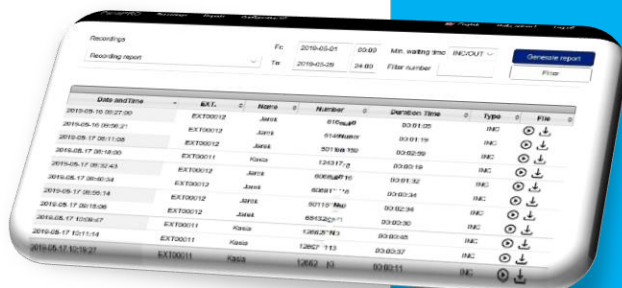
PanaHotel PMS interface for integration with hotel software :

- Support for FIAS protocol
- Check-in / Check-out
- Phone lock after check-out
- Change guest room extension name
- Wake-Up Alarm service
- Room status
- SMDR + Billing

PanaREC

(3AS-PANAREC)

PanaRecording :



The screenshot shows a software interface for recording management. At the top, there are search filters for 'Recording report', 'From' (2019-03-01), 'To' (2019-03-08), 'Min. waiting time' (IN/OUT), and 'Filter number'. A 'Generate report' button is visible. Below the filters is a table with columns: 'Date and Time', 'EXT', 'Name', 'Number', 'Duration', 'Time', 'Type', and 'File'. The table contains several rows of recording data.

Date and Time	EXT	Name	Number	Duration	Time	Type	File
2019-03-16 09:27:00	EXT0012	JAMES	0156449	00:01:00		REC	Ⓞ Ⓡ Ⓣ
2019-03-16 09:26:21	EXT0012	JAMES	0156449	00:01:19		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 08:11:05	EXT0012	JAMES	00194780	00:02:59		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 08:18:30	EXT0011	ANITA	120377	00:00:18		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 08:52:43	EXT0012	JAMES	00064670	00:01:30		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 08:46:58	EXT0012	JAMES	00061116	00:00:34		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 08:38:14	EXT0012	JAMES	00119160	00:02:36		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 08:18:08	EXT0012	JAMES	00119160	00:00:30		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 03:06:47	EXT0011	ANITA	12062783	00:00:48		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 03:11:14	EXT0011	ANITA	12067113	00:00:37		REC	Ⓞ Ⓡ Ⓣ
2019-03-17 10:19:27	EXT0011	ANITA	12062783	00:00:11		REC	Ⓞ Ⓡ Ⓣ

- CTI AK on PBX side not required
- Recording Playback
- Filter by caller number
- Report for select time period
- save to wav file

PanaPro BLF

(3AS-PANAPRO-BLF)

PanaPro BLF :



- BLF function for HDV phones
- Single user licensing options

PanaProvisioning

PanaPro Provisioning :



- Support for Panasonic SIP phones: HDV, TGP
- Automatic telephone set up
- Automatic upgrade
- CTI AK on PBX side not required