



IP Telecommunications platform

KX-TDE Pure IP PBX

The Panasonic KX-TDE Pure IP PBX series are advanced communication platforms for IP networking environments. Supporting network as well as desktop SIP connectivity, the convergence ready KX-TDE supports a range of advanced IP telephones as well as digital extensions and ISDN trunks. Built as a business application environment and bundled with important business telephony applications – the KX-TDE systems can easily address your business communication needs well into the future.

Advanced Business Communications for IP Networks

Panasonic KX-TDE Pure IP PBX systems are advanced convergence ready business telephony platforms designed to leverage the most out of your IP Network. Targeting single or multi-site small to medium businesses, these systems support SIP connectivity for both network and desktop solutions.

The KX-TDE systems support a range of intuitive and easy to use telephony terminals including advanced IP telephones, Softphones, standard SIP telephones as well as digital & analogue extensions - all designed to enhance business productivity.

Future Proof Technology

Businesses need to be able to effectively communicate today - yet want to make sure that they are properly equipped to handle the growing demands of their future communication needs. Convergence ready, highly modular, and empowered with the latest SIP technology; the new KX-TDE IP PBXs are an ideal communication platform for customers to solve all their business telephony needs today as well as in the future as they embrace full IP telephony.

KX-TDE - Key Benefits

The new KX-TDE IP PBXs are packed with features and applications that can enhance your business productivity and have a direct impact on your business communication bottom line. Some of the key benefits include:

- Integrated SIP telephony via ITSPs* and other SIP Trunking Providers
- Built-in support for Advanced IP extensions as well as standard SIP phones
- IP Phones and Softphones for Remote Workers and Road Warriors
- Desktop, Network, & Business Application Integration
- Business Productivity with Wireless Mobility Solutions
- Easy Migration (Upgrade from Hybrid TDA to Pure IP TDE PBX)
- Built-in Voice Mail and optional ESVM cards with Simple Voice Mail and DISA functionality
- Advanced business messaging applications using external KX-TVM50 and TVM200 voice processing systems
- Mobility application supporting mobile phones as office extensions
- Reduced Total Cost of Ownership (Installation & Network call costs reduced) and,
- Centralised Management & Upgrades.

Enhance your business with an integrated SIP solution designed to meet your ever changing needs - with wireless mobility, productivity applications, network solutions and a common infrastructure that supports companies with distributed and geographically diverse office locations and helps connect all your users with customers wherever they may be.

* ITSP : Internet Telephony Service Providers

Your Investment - Protected

Need a Solution that won't soon become out of date – the Panasonic KX-TDE PBXs are designed to be modular, extensible and flexible in both technology and the business application solutions it provides. Convergence ready - the systems can still leverage digital extensions and ISDN trunks.

Designed as a business application platform – network based communication applications can be enabled – providing quick return on investment and peace of mind. Future proof design and open standards based architecture means that customers can be assured that their investments are protected now and well in to the future.

Easy Migration to IP

A straight forward and smooth migration path is the key for customers upgrading to converged solutions. Panasonic offers a simple yet reliable solution to make it easy for existing customers with KX-TDA Hybrid PBX systems to effortlessly migrate or upgrade to IP Telephony, protecting investments and allowing adoption of new business solutions. The upgrade process requires customers to simply replace the main processor card to take advantage of all the new features and benefit from true convergence.

An Affordable System that Adds Value to Your Business

Considering the plethora of features, applications and solutions – the KX-TDE systems are extremely cost effective. As an example - the built-in Call Centre functionality can be used to quickly and easily handle the requirements of an informal Call Centre.

Modular in nature – the system allows you to mix and match the features and options needed for your particular business – allowing you to spread your cost while it provides quick return on investment.

Reliability

The reliability of Panasonic TDE PBX systems are assured by rigorous quality control and testing before these systems leave the factory, guaranteeing you piece of mind. The TDE systems are also designed for quick and easy maintenance to help keep any potential downtime to an absolute minimum.

Talk to your local Panasonic dealer to understand how your business can benefit from KX-TDE Pure IP PBX systems.

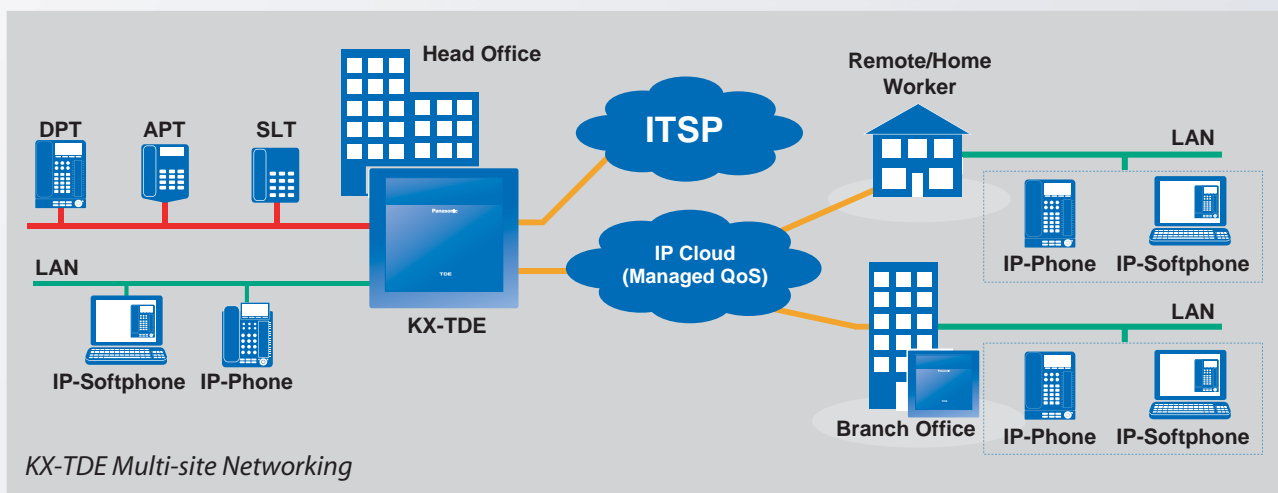


Streamline Communications with IP Technology

KX-TDE advanced communication systems leverage the latest Voice over IP (VoIP) and SIP technologies to cost effectively handle intra-office, multi-site and long distance communications over converged voice and data networks.

SIP Trunking

Using the built-in SIP trunking interface, businesses now have the ability to connect the TDE IP Communication Systems to the growing list of SIP based Internet Telephony Service Providers (ITSP) to achieve low-cost VoIP calls over managed broadband IP network. If companies prefer - they can use the SIP trunks as their primary low-cost trunk interface sending and receiving calls over broadband IP network and use ISDN or even analogue trunks as a backup.



Multisite Networking for Flexible Communications

With KX-TDE systems, customers can manage both stand-alone, or networked systems connected via an IP network from any location.

Multi-Site Solutions

Multi-site networking helps enterprises with multiple branch sites to benefit from lower costs for branch-to-branch communication by either leveraging their existing corporate Wide-Area-Networks (WANs), or using Managed VPN services available from network service providers. The system supports both SIP and H.323 based inter-networking in addition to the traditional ISDN QSIG connectivity.

Network Distribution Groups Over Multi-Site Deployment

Incoming Call Distribution (ICD) groups can be set up across multiple networked TDE IP PBX systems. Extensions can then be grouped together from across different TDE PBX systems creating globally diverse departments with the same ICD group number. Simultaneous or delayed ringing can be programmed for all Network ICD (NICD) groups for enhanced flexibility.

Network Busy Lamp Field Over Multi-Site Deployment

Network Busy Lamp Field (BLF) or Network Direct Station Selection (NDSS), allows unique extensions across networked TDE IP PBX systems to be monitored by a central Network Operator using DSS keys. These extensions can be part of a global PBX QSIG network connected over either ISDN or Voice-over-IP. If any of the pre-programmed extensions are busy, ringing or in 'Do not Disturb' (DND) mode, the operator's DSS key for that extension will illuminate, showing the operator the status of that particular extension for across the network visibility.

Remote Administration over IP Network

With KX-TDE systems, administrators can remotely manage any deployment scenario – whether a stand-alone system or a networked multi-site system connected via an IP network. All they need is a networked PC with the necessary Unified Maintenance Console application and they can access and administer systems from any location reducing extra administration overhead and resulting in quick system handling.

What is SIP

Session Initiation Protocol or SIP is an open signalling protocol for establishing any kind of real-time voice over IP (VoIP) communication sessions. A SIP session could be a simple two-way telephone call or it could be a collaborative multi-media session involving voice, video, web, or instant messaging. The ability to establish these sessions means that SIP allows the possibility of a host of innovative services to enhance your business telephony needs.

The Voice over IP community has overwhelmingly adopted SIP as its protocol of choice. SIP is an RFC standard (RFC 3261) from the Internet Engineering Task Force (IETF -www.ietf.org), the body responsible for administering and developing the mechanisms for the Internet.

SIP is still evolving and is being extended to provide not just telephony but a whole host of additional applications to help enhance the communication solutions available from voice to video to presence and a whole lot more.



Endless Possibilities with IP, DECT or Digital Terminals

With the new KX-TDE IP PBXs - businesses can choose from any type of telephone terminals - the new stylish IP telephones, Standard SIP phones, DECT wireless, and Digital terminals. And with support for a family of digital, and analogue phones - the KX-TDE gives companies an extensive choice of solutions to suit their specific business telephony needs.

NT300 Series IP Terminals - A Perfect Team Player

KX-TDE IP PBXs support the newly released KX-NT300 Series IP telephones that are stylish, intuitive, user friendly, and comfortable to use by all system telephone users.

The NT300 series IP telephones take you to a new dimension in audio experience, communications productivity, broadband network connectivity and customer care. These IP telephones bring you the power of the advanced TDE IP PBX systems - allowing quick access to the entire spectrum of the PBX's advanced features and applications.

The IP telephones offer superb voice quality thanks to handsfree speakerphone, acoustic echo cancellation, and support for wide-band G.722 audio codec.

The sleek, ultra-modern design, available in both black and white works well with any work environment and office decor.

Packed with a whole host of features, the KX-NT300 Series IP telephones could not be any simpler to use. In addition to all the regular features - the IP Phones range includes:

- Large Alphanumeric Displays
- Electronic self-labelling keys
- Bluetooth module providing wireless headset support
- Easy navigation key
- A 2nd IP port to reduce costs and desktop cable clutter, and
- Double tilt adjustment allowing separate and independent tilt control for phone base and LCD display

- All these added features are designed to provide enhanced desktop usability and comfort.

Optional Bluetooth Module



Self Labeling Keys



Easy To Read LCD Display



Easy To Navigate



Multi-tilt Angle Adjustment



"The sleek, ultra-modern design of the NT300 IP telephones, available in both black and white colour works well with any work environment and office decor."



KX-NT343



KX-NT346



KX-NT366

Integration with your Data Network

The NT300 Series IP terminals connect directly into your data network, and provide IP-Telephony features with enhanced levels of functionality and comfort compared to the already proven digital system terminals. Users can easily connect their PCs and work laptops to the company Local Area Network (LAN) using the built-in 2-port Ethernet switch on the back of the IP telephones - reducing desktop cable clutter. The advanced functionalities of these new IP system terminals will surely surprise you.

SIP Telephone Support*

With built-in support for the latest SIP technology, the KX-TDE IP PBXs can support SIP telephones as standard extensions. Companies can now use standard off-the-shelf SIP phones and connect them to the TDE IP PBX as IP extensions to support inhouse office users, remote workers and even road warriors connecting back to the office over high-speed broadband IP network from virtually anywhere.

* Please contact your local Panasonic dealer for further details.





*1 KX-NT307. Optional. All Models

*2 Optional. KX-NT366

*3 Optional. KX-NT346 / KX-NT346

Image: Model KX-NT366. Other Models may vary.

Advanced IP Terminal Line-up

KX-NT321

- 1-Line Display
- 8 Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power Over Ethernet (PoE)



KX-NT343

- 3-Line Back-lit Display
- 24 Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power Over Ethernet (PoE)
- KX-NT303 compatible
- KX-NT305 compatible
- Bluetooth compatible (KX-NT307)



KX-NT346

- 6-Line Back-lit Display
- 24 Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power Over Ethernet (PoE)
- KX-NT303 compatible
- KX-NT305 compatible
- Bluetooth compatible (KX-NT307)



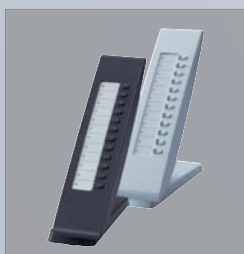
KX-NT366

- 6-Line Back-lit Display
- 4 x 12-Self labelling, Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power Over Ethernet (PoE)
- Bluetooth compatible (KX-NT307)



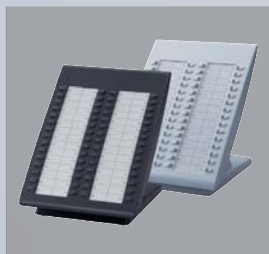
KX-NT303

- 12 Additional Programmable key module (KX-NT346 and NT343 only).



KX-NT305

- 60 Additional Programmable key module (KX-NT346 and NT343 only).



KX-TDE System Enhancements

The TDE IP PBX systems directly supports IP extensions and IP trunks which can be enabled using software only feature activation keys.

Feature Activation Keys

Optional features on the KX-TDE IP PBX systems can be easily enabled using feature activation keys providing significant benefits to both customers and dealers alike.

KX-TDE system resellers can purchase activation keys and then remotely access the system to enhance system capabilities. These activation keys allow administrators to:

1. Enable system feature enhancements
2. Add additional IP system telephony users
3. Enable ability to connect standard SIP phones, and
4. Enable additional SIP or H.323 based IP trunks

Remotely accessing and enabling these additional capabilities - speeds up the installation time and reduces costs for both dealers and customers.

VoIP Enhancements via Digital Signal Processors (DSP)

The KX-TDE IP PBX's main processor board has space for an optional Digital Signal Processor (DSP) card. The DSP is a highly advanced Integrated Processor that adds additional Voice over IP (VoIP) processing capability to the TDE IP PBX.

The DSP card provides three main functions, and is highly recommended for all TDE system configurations. It provides:

1. High call quality, whilst reducing call costs across company Local or Wide Area Network.
2. Internally connects between IP, Digital, and Analogue Trunks and extensions.
3. Built in Activation Keys that enables additional IP extensions and IP trunks to simplify Voice over IP (VoIP) deployments.

Type of DSP	Built-in Activation Key
DSP16	8 IP Extension Keys, 4 IP Trunk Keys
DSP64	32 IP Extension Keys, 16 IP Trunk Keys

Built-in activation key for the two DSP options

Which DSP is right for me?

In many cases, a DSP16 will meet the needs of most customers – however if customers would like to use G.729 enhanced voice compression audio codecs for both IP telephones and IP trunks – it is highly recommended to upgrade to the DSP64 option.

General guide on when to upgrade to DSP64

- If you have more than 16 G.729 compressed VoIP extension calls.
- If you have more than 12 G.729 compressed VoIP trunk calls.
- If you have more than 7 G.729 compressed trunk calls connected to 7 G.729 compressed extensions.

Software Application Solution

Computer Telephony Integration (CTI) brings the best of telephony and computers together - providing powerful PC based productivity tools.

The KX-TDE PBXs support IP based CTI integration via the two mature industry standards:

1. Telephony Application Programming Interface (TAPI), and
2. Computer Supported Telecommunications Applications (CSTA)

Benefits of CTI

Multiple telephony applications can be implemented leveraging TAPI and CSTA interfaces to augment business communication capabilities and provide software productivity applications for your businesses. The KX-TDE IP PBXs can support a myriad of productivity applications that cover all aspects of business requirements. These include among others:

- Offices -Incoming call display (Screen Pop), Busy caller display, Dial from MS Outlook, Call accounting etc.
- Contact Centre - Incoming call display, CRM database integration, Agent Log-in/Log out, ACD reporting etc.
- Hotels - Room availability, check-in/check out, Billing etc.

Phone Assistant Productivity Application Suite

The Panasonic Phone Assistant productivity software suite is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled CRM desktop tools(e.g. ACT, Goldmine, TwixTel), and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

Targeting all areas for enhancements – Phone Assistant productivity suite includes:

Products	Targeted Solution	Benefits
Phone Assistant Pro	Point and click telephony for desk based or remote workers	Helps you visually control all your communications from your PC. Remote telephony is possible via optional Softphone module
Phone Assistant Status Pro	Team supervisors to monitor employees' call activities, or Operators to handle call traffic	Helps you to visually manage all your team member's telephony activities or for operators to handle business call traffic
Phone Assistant Manager	Web based system administration	Helps quickly administer your PBX from any networked PC with a web browser

All applications - when used together can significantly enhance enterprise business productivity and help propel your business to the next level.

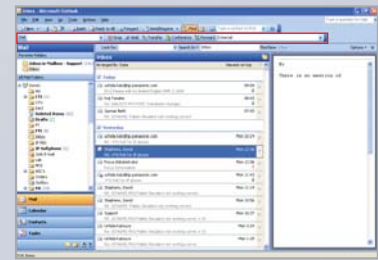
IP Softphone

The Panasonic KX-NCS810X IP Softphone allows road warriors, sales and support staff, or any other power user to use their computer as an IP Phone for access to anytime, anywhere enterprise IP telephony. The user simply needs to connect to the corporate IP network over a managed broadband connection to enable the IP Softphone. All employees can be centrally connected to the corporate KX-TDE IP PBX - providing simple yet highly cost effective VoIP communication.



PC Phone Software Add-in for Microsoft® Outlook®

An easy to use CTI application for customers using Microsoft® Outlook®. The software allows users to easily dial contact phone numbers and receive incoming call pop-up alerts. (Requires digital proprietary phones with USB module to interface with the PC)



PC Console

PC Console provides company operators with a powerful tool for improving call-handling, efficiency, and customer service. PC Console displays information about a caller on the PC screen even before the operator takes the call making it easier for operators to prioritise incoming calls, so important customers are never kept waiting. Operators can quickly see which extensions are busy and which are free, and can transfer calls and perform other duties using simple drag-and-drop and point-and-click operations.



Wireless Solution for True Business Mobility

Businesses can increase employee availability and enhance customer service by providing un-hindered access to wireless telephony.

Mobile/GSM Integration for Anytime Anywhere Mobility



Mobile phones are a compelling way for doing business outside of the office. The KX-TDE supports the latest mobile phone integration technology - enabling calls directed to an office extension to be redirected to a Mobile telephone at a lower, fixed cost. Calls can also be transferred back to a PBX extension or to office voice mail system.

Employees with mobile phones can also initiate calls to their customer directly from their mobile phones. Such calls appear to the external customers as coming from the company rather than the mobile phone - centralising all communications.

Mobile telephones can even be integrated into ICD groups which allows incoming calls to ring both the desk phone and the mobile handset simultaneously, allowing users to pick-up their calls on either their desk phone or mobile phone.

Multi-Cell DECT Wireless for Office Mobility Solution

The Panasonic office mobility solution lets you carry on your conversation over lightweight, business-smart wireless DECT terminals while you are away from your desk or moving around the office. Using Wireless XDP (eXtra Device Port), users can set their DECT wireless handsets to have the same extension as their desk phone, and then receive calls even when away from their desk.

The Multi-Cell DECT System is an integrated wireless mobility solution providing automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.



Easily see Incoming Calls and Messages



Easily to Dial in Dark Conditions



Easy to Read Blue Back-lit LCD



Headset Jack for Hands-Free Access



Water and Dust Resistant



Elegant, Smart and Sturdy – Business Mobility Terminals

With basic, business, or tough-type DECT that is able to handle harsh environments - you can be assured that no matter what your needs - with Panasonic; you have the DECT Business mobility solution of your choice.

The KX-TCA256 DECT handset combines small size, light weight and durability, with a host of powerful business telephony features, while the KX-TCA155 is a good choice for users who want good basic performance at a lower cost. In addition, to handle tough environments - the KX-TCA355 ruggedised handset meets strict dust and splash resistant IP54 standards.



KX-TCA155
Basic Model

KX-TCA256
Compact Business Model

KX-TCA355
Tough Type Model

- 6-line, Blue, backlit LCD display
- Illuminated Keypad
- Multiple Language Display
- Speakerphone
- Programmable Soft Keys
- PBX functionality support
- 200 Entry Phonebook
- Headset Compatible
- 9 Ringer Melodies
- 10 Programmable Hot Key Dialling
- Vibrate Alert*¹
- Meeting Mode*¹
- IP54 Dust and Splash resistant*²

*¹ KX-TCA355 and KX-TCA256

*² KX-TCA355 only

Enjoy superb mobility whatever your business demands

Whether you work in an office, a factory, a warehouse, a supermarket, or other large facility, the Multi-Cell DECT system keeps you in constant touch with colleagues and customers even when you are untethered and moving within the work environment. Communication can easily be further extended outside the office by enabling mobile integration functionality. Enjoy the freedom to communicate - wirelessly with crystal clear voice quality. Receive your customers' calls - wherever you may be and make the most of every business opportunity that comes along.

Extending Office Mobility Wireless Communication

The KX-TDE PBX systems allow wireless communications over an extended range by using multiple and High Density cell stations that boost the flexibility and mobility of your wireless handsets.

The system provides automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.



KX-A272
Repeater

KX-TDA0141
2ch Cell Station

KX-TDA0142
4ch Cell Station

KX-TDA0158
8ch Cell Station



Messaging Solution

Advanced voice messaging applications provide enhanced call handling flexibility. Voice guidance provides a user friendly interface to simplify and streamline business communications by efficiently routing customer calls to the proper department or agents. Further, voice mail storage facility can be used for graceful offline call handling during busy hours - increasing overall productivity and providing better customer service.

The KX-TDE IP PBX systems offer three types of messaging solutions:

- 1. Built-In Solution:** Built-in 2 channel Simple Voice Messaging (SVM) solution.
- 2. Optional Solution:** ESVM2 (Option: KX-TDA0192) or ESVM4 (Option: KX-TDA0194) Enhanced SVM cards provide added message recording and outgoing message handling capabilities that help ensure calls from your customers are routed through properly and are always answered or processed gracefully. These optional cards can be configured to run in three modes for complete flexibility:
 - a) SVM Mode:** For Simple Voice Mail only features.
 - b) MSG Mode:** For DISA functionality leveraging Outgoing Message recordings. The MSG mode can also support mobile telephone extension integration allowing for mobile telephones to be used as PBX extensions.
 - c) SVM + MSG Mode:** Allowing customers to have both a simple voice mail as well as DISA functionality. Companies can even upload from PC high-quality sound files (8kHz, 16 bit .wav file) that can be played as OGM recordings – for various outgoing message applications.
- 3. External Solution:** Companies requiring enhanced voice messaging capabilities beyond the functions found on the optional ESVM cards can upgrade to the external KX-TVM50 or KX-TVM200 messaging solutions providing enhanced message applications and customer service. These external optional voice processing systems come fully packed with business class voice messaging features, designed to help businesses handle every call in a courteous and efficient manner.

Voice Messaging	Option	Connection	Channels	Capacity
SVM2	Built-in	On IPCMPR Card	2	125 messages, 120 Minutes
ESVM2 (KX-TDA0192)	Optional	OPB3	2ch SVM, 2ch DISA	250 messages, 120 Minutes
ESVM4 (KX-TDA0194)	Optional	OPB3	2 x 2ch SVM, 4ch DISA	2 x 250 messages, 120 Minutes
TVM50	External	DPT/LAN	2 - 6	4 hours - 8 hours
TVM200	External	DPT/LAN	0 - 24	1000 hours

Enhanced Simple Voice Mail (ESVM)

Key applications that can be implemented using the optional ESVM cards include: user as well as group voice mail services, voice guidance based call routing, transfer out from voice mailbox to MSG functions, multi-level auto-attendant with OGM recordings, queue messages, CO-to-CO end of call detection, mobile phone extension support and many more. Depending on the mode of the ESVM cards, the following shared message recording facilities are available:

ESVM Option(s)	DISA Channels	SVM Channels	Modes	Recordings	
				Messages	OGM
SVM (Built-in)	-	2	SVM (Only)	125	-
KX-TDA0192	2	2	SVM*	250	-
			MSG	-	64
			SVM + MSG	186	64
KX-TDA0194	4	2 x 2	SVM*	2 x 250	-
			MSG	-	64
			SVM + MSG	2 x 186	64

* Out of the installed ESVM cards only 2 cards can be set to be in SVM mode

KX-TVM Key Features:

The KX-TVM50/TVM200 offer a host of voice messaging based features such as:

- Voice Messaging Service
- Automated Attendant Service
- E-Messaging (email notification with voice message attachment)
- Interview Service
- Voice Mail Menu on LCD of system phones for Easier Operation
- Caller Name Announcement
- Caller ID / CLIP based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Multi-Lingual Voice Prompts
- Fax Detection / Routing



With the KX-TVM50 and KX-TVM200 - Panasonic delivers new levels of communication ease and efficiency that can help any business achieve higher productivity.

Centralised Voice Mail

For networked multi-site deployments – centralised voice mail is possible for up to 8 networked TDE Pure IP PBX systems. Extension users from each branch site can forward calls when in busy or no-answer state to the central voice messaging system and access messages using VM access codes.



Call Centre Solution

The KX-TDE IP PBX comes with built-in sophisticated Call Centre solution flexible enough for most customer needs - allowing businesses to efficiently route customer calls to appropriate departments, helpdesks or sales teams.

Packed with Call Centre Features

Whatever the size of your company, efficient and courteous handling of telephone calls is a major factor in a successful business. Panasonic provides multiple solutions for small to medium Call Centres, to help control and make use of the limited resources that may be available. The following call centre features are integrated into the PBX and can be expanded to suit more sophisticated call centres in combination with CTI software solutions available in the market:

- Intelligent and Automatic Call Routing
- Flexible Routing to distribution groups
- VIP call routing
- Automated Attendant
- Call Queue with waiting message
- Walking Extensions ('Hot Desking')
- Supervisor call queue monitoring
- Supervisor level monitoring and reporting

Call Distribution

The TDE PBX supports Incoming Call Distribution (ICD) Groups - the basic building blocks to implement Call Centre functionality. Incoming calls received by an ICD group can be distributed to Call Centre agents using supported Call distribution methods and when a pre-programmed number of agents in the group are busy, additional incoming calls can be put in a queue. Agents can also be assigned to multiple ICD groups - allowing for a smaller number of agents to handle calls in multiple ICD groups in order to operate a flexible call centre.

The system provides four standard call distribution methods. Further, it even allows prioritising incoming call distribution groups for added flexibility. The distribution methods are:

- Longest Idle Extension
- Uniform Call Distribution (UCD)
- Priority Hunting
- Ring

Agent Features

The system supports extensive standard call centre agent features. Agents can work more efficiently using the built-in features such as the following to help increase agent productivity as well as overall business productivity:

- Log-in/Log-out (Specific ICD Group, or All Groups)
- Automatic Log-out
- Wrap-up (Incoming / Outgoing calls)
- Hot Desking / Walking Extensions for Virtual Extensions
- Account Code (Qualify Code)

Supervisor Features

The TDE PBX supports built-in Call Centre Supervisor features - allowing management and performance overview in real-time of calls in queue and agent call handling. The supervisor can monitor each agent member's phone status and also remotely log-in a currently logged out agent member's extension, or log-out an agent phone - simply by pressing the corresponding agent's DSS key on the supervisor extension. In addition, the supervisor extension can, using a 6-line system display telephone, also monitor various important Call Centre Statistics showing items such as:

- Total calls handled
- Average wait time
- Lost calls, etc

A Step-by-Step Approach to Call Centre Solution

Companies requiring advanced Call centre functionalities can use the optional ACD Report Server (KX-NCV200). This allows companies with all types of customer-facing departments as well as call centres to benefit from sophisticated real-time agent and queue monitoring, detailed performance monitoring and analysis, comprehensive reporting and overall call centre performance visualisation.

With Panasonic optional NCV200 - call centre customers now have a clear choice and upgrade path for their call centre businesses. Supercharge your call centre businesses with optional NCV200.



KX-TDE100/200 - Solutions for a connected world

For businesses, personal contact with customers is a significant factor for success. The telephone system is at the heart of all communications - without any concern as to how the communication is conveyed: via IP, by traditional telephony or by employing wireless technology. What is crucial for businesses is quality and reliability. Panasonic provides applications and solutions that address all these crucial business needs.

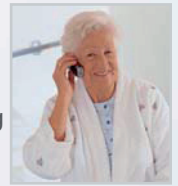
Hospitality

The Hospitality market requires the communications system to be flexible, economical, and easy to use, with maximum reliability and adaptability for the individual needs. The possibility of PC integration to allow guest room billing and system management has also become a requirement of this sector. Panasonic TDE PBX Systems are perfectly equipped with all these necessary hospitality features and solutions.



Health service

A telecommunication system in nursing facilities and resident housing must have a high level of reliability to meet the requirements of staff. Panasonic TDE PBX systems meet these requirements and offers custom-made solutions that can be integrated to support administrative tools and emergency call systems. The investment ensures security by flexible, future-safe technology.



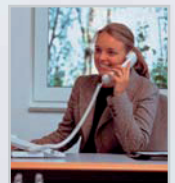
Medical

To be able to work effectively and comfortably in a medical environment, it is necessary that the communication platform can adapt perfectly to fit the needs of the health industry. With safe wireless mobility, advanced call distribution and flexible CTI - Panasonic provides a effective solution and allows easy integration with life saving technologies.



Customer Services

We all would like to offer our customers the best service we possibly can, and while you might be the best today, what about tomorrow? Panasonic communication platforms offer service-orientated solutions, which can be expanded to meet your customer's needs now and well into the future.



Administration

Public administrators see themselves today more than ever as service providers. Their services must be carried out in spite of the increasing pressure of cost management for government, council and municipal authorities. Panasonic offers such establishments a telecommunications solution which helps them maintain and keep their costs in check.



Production enterprises

High flexibility, economy and reliability as well as adjustment to individual needs are important criteria, which communication platforms must fulfil. The Panasonic TDE PBX outshines here as it was developed with manufacturing plants and production departments in mind. With its ultramodern design and future ready solutions, experience a new dimension of efficient communication.



Construction

Customers like to only invest in well built products, displaying them attractively and place them within a delightful environment. These same guidelines should also be followed by your telecommunication systems. When it comes from Panasonic - you are sure that all these important points have been meticulously followed - so customers can be proud to own a Panasonic system.



Logistics

Logistics requires smooth and reliable transport of information. This is why logistics companies have particular requirements when it comes to telecommunications systems. With possibility for integration into CRM solutions and mobile accessibility, Panasonic systems can become the driving force for your businesses.



Legal

The legal industry of law firms, notaries, attorneys, and solicitors etc have specific requirements when it comes to business communication.

Attorney client conversation may need to be recorded - or clients may need to be billed for calls. Law firms may prefer to have secure entrances monitored via IP cameras. The Panasonic TDE PBX addresses all these unique communication needs of the legal industry - yet provides all these solutions in a cost effective way.



Sales

In today's competitive world, personal contact becomes ever more important to the customer. Customer satisfaction, maximum flexibility and accessibility provide the crucial lead in this sector. With a solution from Panasonic, everything that you need is already built in as standard.



Panasonic
ideas for life

