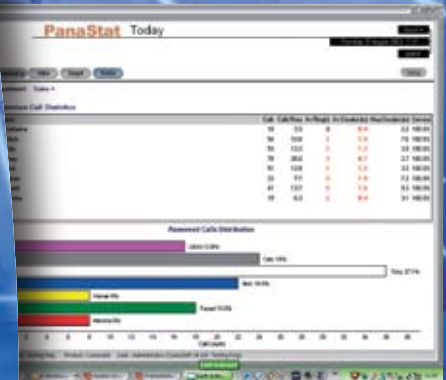


# Panasonic ideas for life



**MAKE YOUR TELEPHONE SYSTEM  
WORK HARDER FOR YOUR BUSINESS**

## PanaStat Platinum



# Panasonic Call Management Software

PanaStat Platinum gives you the power to take complete control of your telephone system and not only allows you to monitor how your system is being used, but also how cost-effective it is for business. The software can analyse the data it takes from your business system reviewing individual departments, lines, extensions and every call.

With PanaStat Platinum, you can limit costs and optimise the performance of your telephone system by:

- Analysing the most expensive calls
- Monitoring levels of incoming and outgoing calls
- Checking how quickly phones are being answered
- Making sure calls are not being missed
- Identifying abuse or misuse of the telephone system
- Ensuring sufficient telephone cover is provided at peak times
- Improving customer service via the telephone
- Setting up cost centres to make departments responsible for their telephone costs
- Managing sales teams responsible for outgoing calls
- Supervising support teams responsible for incoming calls
- Viewing data remotely from a password protected internet or intranet site

The simple graphical interface of PanaStat Platinum makes it easy to conduct any of the above with the familiar Microsoft Outlook® format. So making your telephone system work harder for you won't be hard work.

The comprehensive PanaStat Platinum solution is more affordable than you think. Ask your dealer about the low cost of a PanaStat solution and how it will highlight all your costs to help you identify future savings. Additional support packages are also available offering a second years' unlimited telephone support or 48 hour response via email.



## PanaStat Platinum

PanaStat Platinum is a call management system that gives you a broad overview of your organisation's telephony. It's everything you would expect from a call management system and more. PanaStat offers additional features that provide you with all the help and data you need to stay highly productive.

The unique 'today' screen provides real time information to the user, enabling all call activities to be monitored. Incoming, outgoing and unanswered calls are displayed in full colour pie chart format, allowing the user to easily manage key activities. These can be separated into individual departments to make the managing of resources even easier.

You can produce customised reports to show the total ring time, hold time and talk time of users on different calls. In addition, the reports can help you identify when calls were missed due to busy lines and highlight how long it takes for your clients to get through – a useful feature when monitoring the productivity of your sales team.

The system's Virtual Call Centre enables you to turn any group of extensions into a call centre and view live statistics, measuring performance and level of customer service. You can even set targets for your teams to meet.

If you have conducted a marketing campaign, the system enables you to see its effectiveness. You can find out where geographically, your potential customers lie, and also see how much interest your campaign generated.

Out of your office or away from your desk? With Web Reporting, you, or anyone you authorise can access reports and data through your web browser. You can also restrict important data so others view only what you want them to see.

PanaStat Platinum is extremely flexible, with no limit to the number of extensions. It also has built-in tutorials that provide step-by-step instructions to ensure you make the most of its potential.

Call management, Call logging, Reporting, Virtual Call Centre, MIS Data, Web Reporting and telephone support on hand PanaStat Platinum has it all.

The package can be supplemented to suit various applications with the addition of options like client access, multi-site installations and an additional years' unlimited telephone support.

There's a PanaStat solution to fit all types of company enabling them to track and control communications activity.

For your company, PanaStat Platinum means you can manage your telephone usage for maximum efficiency and minimum cost.



# Specifically designed for use with the Panasonic KXTA, KXTD and KXTDA models

PANASTAT PLATINUM FEATURE FINDER	
Easy Phone Usage Analysis	
Real time MIS data	By dept
Overall summary	By extn
By site	Step by step help system
Accounting	
Account code detail	Dept, extn detail
Account code summary	Div, dept summary
All incoming calls	Div, cost summary
All outgoing calls	Extn summary
Carrier comparison	Extn detail
Dept, summary	Most expensive calls
Dept, extn summary	Special service calls
Management	
Category summary in	Extn performance detail
Category summary out	Longest calls
Dept, extn performance summary	Most often dialled numbers
Direct dial summary	Time of day
Extn performance	Specific call centre software
Virtual Call Centre	
Outbound calls	Detailed by agent
Answered calls	Group by user and dept.
Abandoned calls	ACD Monitor
Average ring time	ACD Team leader
Average talk time	Real time info/
Activity barchart	half hour segments
Security	
Identify misuse/abuse	
Identify fraudulent use	PIN code report
Technical	
Trunk use	Report scheduler
Trunk use by day	Data export
Trunk use by hour	Access reports via the web
Rates	
Custom rate editor	
Support	
Telephone support for first year	

PANASTAT OPTIONS*
Client Server
Add additional users/additional PCs
Multi-Site
Collate reports over multi-site installations
Multi-site buffer boxes
Additional Support Options (for second year)
Additional year's telephone support
48 hour response e-mail support

#### Hardware & Software Requirements

Serial cable from PBX to call management  
 Pentium II 233+ PC, minimum 128MB RAM  
 Recommended 1GB HD, running WIN 98+ or NT4+  
 Serial port for connection to PBX



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