

CCRecord



- Improve customer service levels
- Train Agents faster, using recorded calls
- Evaluate Agents using their calls not just metrics like answered calls or busy time
- Solve possible conflicts
- Preserve customer important information or questions
- Track FAQ and provide the Agents with the all the needed information

CCRecord (**Call Center Record**) enables voice recording and conversation emailing to recipients features of Panasonic Voicemail systems.

It allows business to focus and improve call quality, offering crucial improvements in important areas that include:

- Customer relationship management
- Performance measurement
- Agent training and evaluation

CCRecord works with CCView, CCView Lite, CCPro, and PBXMon Pro.

Key Features

- Supervisor decision to record Agents calls
- Record both incoming and outgoing calls
- Supervisor rights to listen to recorded conversations
- Conversations saved in wav format and played in the default player
- Each recorded conversation also has details: date and time, customer name and more
- No additional hardware necessary, only the Panasonic PBX plus the Panasonic Voicemail required



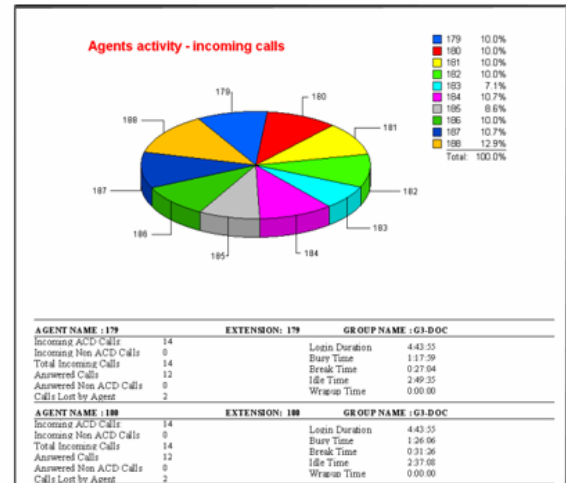
Target Customers

- Call Centers and Customer Services
- Attorney Offices
- Medical Centers
- Executive Offices

System Requirements

The System requirements for the users hardware are described below:

- **KX-TDA PBX** with Firmware Versions - 2.0080 and up
- **CCServer Host** (minimum) - HDD free space to store recorded voice calls (2GB for 16 hours)
- **KX-NCV200, KX-TVA, or KX-TVM** Voicemail Systems



Extension : Ext-1052

Import Export ?

Name	Extension	Mailbox	Voice Mail	Trans MBX	Voice Record
Extension (1050)	1050				DTP Pool Member
A1	1051		A1		Manual Start
Ext-1052	1052	105	Ext-1052	108	Manual Start
Extension (1067)	1067				Manual Start
B1	1069		B1		Manual Start
C1	1070		C1		Manual Start
B2	1084		B2		Manual Start
D1-1	1087		D1-1		Manual Start
C2	1088		C2		Manual Start
Extension (1090)	1090				Manual Start

Agent Name: Ext-1052 Password: **** Mailbox: 105 Password: ****

Extension: 1052 Confirm password: Trans MBX: 108 Voice Mail: Ext-10

Automatic Start Voice Record
 Manual Start Voice Record
 DPT Pool Member For Voice Record

Initial Date: 17/05/2007 04:27:17 PM Update Date: 17/05/2007 04:27:17 PM

Apply

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