

Call Center Suite

CCAccounting

Call billing business tool that provides:

- > Call costs reporting
- > Call logging
- > System and Extension reports

CCAccounting is the ideal tool for small/medium business interested in overall monitoring and reducing call costs.

CCView

End User call management tool that provides:

- > Real-time call monitoring
- > Historical cradle to grave reporting
- > Call accounting
- > Call logging

CCView supports CRecord add-on.

CCView Lite

PBX monitoring and call accounting tool that provides:

- > Real time monitoring for all system components (System, Queues, Groups, Agents)
- > Historical reporting for Trunks and Extensions
- > Call accounting

CCView Lite supports CRecord add-on.

CCPro

Powerful call management tool that provides:

- > Agent call control, instant messaging and customer information repository
 - > Agent screen popup for quick customer identification
 - > Comprehensive real-time and historical tools for Agent call tracking/ recording/ coaching and Queue statistics
- CCPro inherits all the CCView functionality and supports CRecord add-on.

CCPro provides comprehensive Agent pop-up integration as follows:

- > Direct integration with Outlook, ACT! and Goldmine CRM systems
- > Custom integration with any other 3rd-party CRM systems via Windows ActiveX technology

CRecord

CRecord 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

CRecord works with CCView, CCView Lite, CCPro, and PBXMon Pro

Key Feature	CCAccounting	CCView Lite	CCView	CCPro	CRecord	CCTalk
Call Accounting Reports	Yes	Yes	Yes	Yes		
Queue/ Group/ Extension Monitor	Yes	Yes	Yes	Yes		
Call Log	Yes	Yes	Yes	Yes		
Comprehensive ACD Reports		Yes	Yes	Yes		
Queue/ Group/ Extension Counters and Timers		Yes	Yes	Yes		
Agents Login/Logout from Supervisor		Yes	Yes	Yes		
Agent Log		Yes	Yes	Yes		
Voice Recording Support using CRecord add-on		Yes	Yes	Yes		
Multiple Supervisors			Yes	Yes		
Real-Time Monitoring Graphs			Yes	Yes		
Customizable Supervisor Monitoring Levels			Yes	Yes		
Supervisor Monitoring Configuration Profiles			Yes	Yes		
Call Control Agent Popup				Yes		
Agent ACD Queue monitoring				Yes		
Instant Messaging between Call Center Agents				Yes		
Call Center Agent CRM Popup support (Outlook, ACT!, Goldmine)				Yes		
Custom popup integration with 3rd-party CRM systems via ActiveX technology				Yes		
Incoming/ Outgoing Extension Level Call Voice Recording using Panasonic Voicemail devices					Yes	
Conversations saved in wav format and played back in the Windows default player					Yes	
IP telephony connectivity through out the enterprise network						Yes

NOTES:

- > Upgrading process between products is based on Activation License Keys
- > Multilanguage support is available upon request

PBX Status and Extension Monitoring

PBXMon Express Edition

Simple monitoring tool for the Panasonic PBX that provides:

- > Real-time status of the system
- > Real-time extension status

PBXMon Express is affordable and very easy to use, helping customers with quick isolation of the telephony configuration and maintenance issues.

PBXMon Standard Edition

Easy to use troubleshooting tool that provides:

- > Real-time PBX monitoring
- > Real-time extension status monitoring
- > Call logging

PBXMon Standard edition inherits and enhances the features of PBXMon Express product.

PBXMon Pro Edition

Powerful troubleshooting tool that provides:

- > Real-time monitoring of telephony system
- > Real-time extension status monitoring
- > Comprehensive Extension and Trunk reporting
- > Extensive Call logging

PBXMon Pro inherits and enhances the features of PBXMon Standard product and supports CCRecord add-on.

The main benefits of the PBXMon Pro edition are:

- > Speed up problem detection and help resolve problems before users notice and service levels degrade
- > Proactive decisions based on real-time system activity
- > Cut Mean-Time-to-Repair and deliver more consistent and reliable telephony environment

Key Feature	PBXMon Express	PBXMon Standard	PBXMon Pro
Real-time Extension status Monitor	Yes	Yes	Yes
Real-time System Counters and Timers	Yes	Yes	Yes
Call Log		Yes	Yes
CO Trunk and Extensions Reports			Yes
Voice Recording using CCRecord add-on			Yes

NOTES:

- > Upgrading process between products is based on Activation License Keys
- > Multilanguage support is available upon request