



## Communication Assistant

The Panasonic Communication Assistant productivity software suite is a highly intuitive unified communications (UC) solution that blends easy point and click telephony together with presence, availability, Microsoft Outlook® integration, visual voice messaging and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

The software can be deployed either in server-less mode or together with communication assistant CTI server providing added functionality for single site small to medium businesses. Depending on the type of users and the set of features required, the communication assistant UC clients can be run in three (3) different modes.



### Mode: Basic

- Point and click telephony - basic features  
Deployment type supported: [Server-less] and [CA Server].



### Mode: Pro

- Intuitive point and click telephony – fully featured with real-time presence indication.  
Deployment type supported: [Serverless] and [CA Server].



### Mode: Supervisor

- For supervisors to easily monitor and manage real-time telephony activities of group members and agents.  
Deployment type supported: [Serverless] only.

## Key Features Highlights

- Point and Click Call Control
- Rich Availability and Presence Functionality
- Team Collaboration Tools
- Contact Search by “Group”
- Automatic Presence Change
- Integrates with LDAP server (Outbound calls)
- Instant Messaging (Chat)
- Chat Proceeding Indication
- Chat Call back
- Visual Voice Messaging
- Unified Messaging via optional KX-TVM50/TVM200
- Integration with Microsoft® Outlook® 2003/2007
- Door phone and IP Camera integration
- Call History
- Call Centre Features
  - Agent Login/Logout and Wrap-up
  - Supervisor Group Call Monitoring and Management

### - Enhanced Features\*

- Missed Call Log (while client is logged out)
- Use Common Contact list from CA Server
- Select presence based contact method
- Support for Thin Client IT environment

\*CA Server Required

## Options

### • Softphone

– Allows users to use their computers over broadband IP networks - as office extensions. Modes supported: All

### • Group Agent Features

– Allows users in informal call centres to have point-click access to common agent features - such as login-logout, wrap up etc. Modes Supported: Pro / Supervisor.

### • Thin Client Support

– Supports Microsoft Windows and Citrix XenApps Terminal Server environment.  
(Note: 1 license is required per CA Server).

## CRM Integration

Communication Assistant unified communication clients support integration with most popular TAPI based desktop CRM software applications and have been tested for compatibility with the following:

- Goldmine (Ver. 6.0)
- ACT! by Sage 2007 (Ver. 9.0)
- TwixTel (Common in Switzerland)

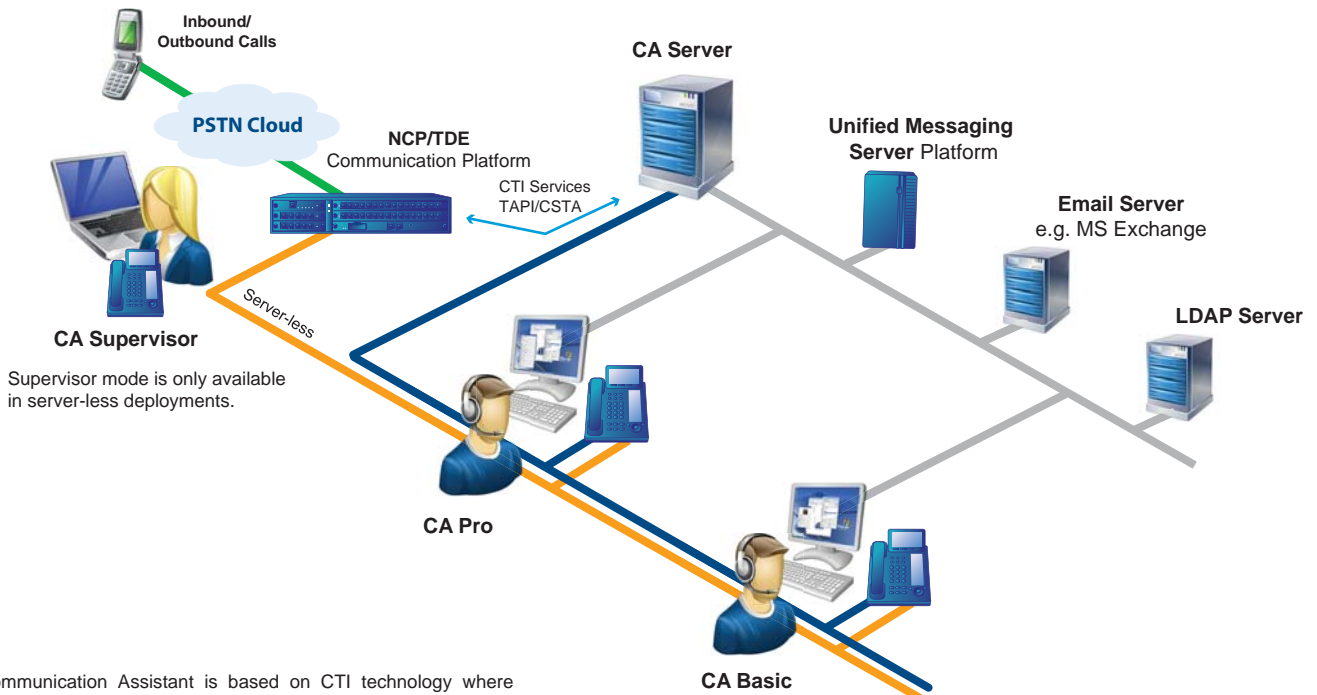
Note: CRM Integration is not available in Basic mode. This feature may not work with some CRM software, depending on the software specification.

## Try Before You Buy

The software can also be run in Pro mode - as a 60 day trial mode for evaluation purposes while five (5) basic mode licenses are always available for users.



## Communication Assistant Unified Communications Solution



Communication Assistant is based on CTI technology where end-user point and click PC based operations are communicated over company IP network to the Communication Platforms.

## Communication Assistant Server

Communication Assistant Server is a CTI Server platform - that is required for increased user capacity (more than 128 users), enhanced functionality and thin-client support. The table shows when CA Server is required.

Features	Platforms	Required
Increased CA Client	NCP / TDE	Yes
Enhance Functionality	NCP / TDE	Yes
Thin Client Support	NCP / TDE	Yes

## Communication Assistant CSTA Multiplexer

CSTA Multiplexer is a middleware software that allows multiple CTI applications including 3rd party vendor applications to connect and run simultaneously on the same communication platform. CSTA Multiplexer may be installed and run together on the same computer hardware as the Communication Assistant (CA) Server.

## Languages Supported

The Communication Assistant client and server software support the following languages:

- Croatian
- Czech
- Dutch
- English
- French
- German
- Hungarian
- Italian
- Portuguese
- Polish
- Spanish
- Russian
- Ukrainian
- Chinese

## Requirements

Systems		CA Client PC Requirements	
Platforms Requiring CA Server	KX-TDE100/200/600 Ver. 2	Operating Systems	Windows XP Professional SP2 or above/ Windows Vista Business
Platforms where CA Server is Optional	KX-NCP, KX-TDE100/200/600 Ver. 3	<b>Hardware</b>	CPU Type Core/Pentium /Celeron Family / comparable CPU
Messaging Platform	KX-TVM50, KX-TVM200		
Communication Link	TCP/IP (LAN)	CPU Speed	2.0 GB
System Phones Supporting CA UC Clients	DPT, IPT, SLT, PS	RAM (Memory)	1024 MB
<b>CA CTI Server Requirements</b>		Hard drive	2.0GB Available Space
CPU	Pentium / Celeron Family / Compatible 3.2 GHz	Display	1280 x 1024
OS	Windows XP Professional (CPU:32 Bit)	LAN (Ethernet)	16 Bit, 256 Colours (or higher) 10/100BaseT
	Windows Server 2003 Standard Edition (CPU:32 Bit)		
	Windows Vista Business (CPU:32)		
	Windows Server 2008 Standard Edition (CPU:32)		
HDD Capacity	10 GB		
Memory (RAM)	2 GB		

Platform Supported	KX-NCP, KX-TDE (With Communication Assistant CTI Server)			KX-NCP, KX-TDE V3 Server-less (PBX only)		
	Basic	Pro	Supervisor	Basic	Pro	Supervisor
Free Licenses	5	2 Users <sup>*2</sup>	N/A	5 Users	2 Users <sup>*2</sup>	-
Additional Users	License	License	N/A	License	License	License
Max. Users	1000 <sup>*4</sup>	1000 <sup>*4</sup>	N/A	128 <sup>*4</sup>	128 <sup>*4</sup>	4
Presence	Yes <sup>*1</sup>	Yes	N/A	Yes <sup>*1</sup>	Yes	Yes
Instant Messaging (Chat)	Yes	Yes	N/A	Yes	Yes	Yes
Call History (Entries)	10	1000	N/A	10	1000	1000
Contact (Entries)	10	1000	N/A	10	1000	1000
MS Office Integration	Yes	Yes	N/A	Yes	Yes	Yes
MS Outlook Toolbar	Yes	Yes	N/A	Yes	Yes	Yes
IP Softphone Module	Yes <sup>*3</sup>	Yes <sup>*3</sup>	N/A	Yes <sup>*3</sup>	Yes <sup>*3</sup>	Yes <sup>*3</sup>
Group Agent Features	No	Yes	N/A	No	Yes	Yes

## Notes:

- Number of CA Client and Softphone users is limited by the platform capacity
- Supervisor mode is only available in serverless (PBX only) deployments.

\*1. Presence indication is available when clicked.

\*2. Free trial available for 60 days.

\*3. License required: Free trial available for 60 days when connected to MPR card.

\*4. Limited to platform capacity.

## Platform Requirements

Platform	Version	Activation Key Required
NCP500	Ver. 2 or above	No
TDE600	Ver. 2	Yes. KX-NCS4950 <sup>*1</sup>
TDE600	Ver. 3 or above	No
TDE100/200	Ver.2	Yes. KX-NCS4910 <sup>*2</sup>
TDE100/200	Ver.3 or above	No

\*1. TDE600 Ver. 2 customers are requested to upgrade to TDE600 ver 3.0. Check with your Panasonic reseller for details.

\*2. TDE100/200 Ver. 2 customers need activation keys until TDE100/200 Ver. 3 is available later in 2009. Check with your Panasonic reseller for details.

## Communication Assistant Activation Keys

All Communication Assistant Activation Keys are installed on the connected KX-NCP or KX-TDE communication platforms. Installers & Administrators need to use Unified Maintenance Console software (UPCMC) version 4.4 or above when installing CA Activation Keys.

Model	Type	Description
NCS2101	CA-Basic (1 User)	CA-Basic for 1 User
NCS2105	CA-Basic (5 Users)	CA-Basic for 5 Users
NCS2110	CA-Basic (10 Users)	CA-Basic for 10 Users
NCS2140	CA-Basic (40 Users)	CA-Basic for 40 Users
NCS2149	CA-Basic (128 Users)	CA-Basic for 128 Users
NCS2201	CA-Pro (1 User)	CA-Pro for 1 User
NCS2205	CA-Pro (5 Users)	CA-Pro for 5 Users
NCS2210	CA-Pro (10 Users)	CA-Pro for 10 Users
NCS2240	CA-Pro (40 Users)	CA-Pro for 40 Users
NCS2249	CA-Pro (128 Users)	CA-Pro for 128 Users
NCS2301	CA-Supervisor (1 User)	CA-Supervisor for 1 User
NCS2010	CA-Thin Client License	1 License needed per CA server
NCS2020	CA CSTA Multiplexer License	To enable non-Panasonic CTI applications

## Softphone Licensing

Platforms	KX-NCP/KX-TDE	KX-TDE
Softphone Connected	MPR Card	IP Extension Card
License Registered	MPR Card (Activation Key) <sup>*1</sup>	PC (Key Code)
Call Recording on PC + Dial/Paste Feature	License required on PC <sup>*2</sup>	License required on PC <sup>*1</sup>

\*1. Activation Key is needed to enable IP softphone when using KX-NCP/KX-TDE when softphone extension is connected to the MPR card.

\*2. NCS810x Softphone License x 1.

