



TelQuest International
973-808-4588

NS700

- Simple Call Centre features -

Rev1.0 11 Mar., 2015



Panasonic

Panasonic Table of Contents

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Chapter 1 Overview

Panasonic 1.1 Overview

Solution Simple Call Center solution without External server (Built-in Function)

Features and Benefits >>

Queuing Features

- Queue position can be announced.
- Exit from ICD queuing and leave message to UM.
- Queuing messages and music on hold.
- Transferring to a backup (overflow) extension
- ➔ Improve your customer care and also expanded business opportunities.

Built in ACD

- Reports, per Agent, per Group
- Multiple Groups Status monitor is displayed in supervisor's PC
- ➔ Analyze customer care status and enables efficient Agents assignment, in addition reduces costs.



ACD Report



ACD Monitor

Recording Features

- Automatic recorded voice back up
- Automatic conversation recording
- Agent Log-In/Out Wrap-Up.
- Multiple Group Log In by single Agent.
- Uniform Call Distribution (UCD)
- Priority hunting
- Call distribution to longest idle extension
- ➔ ● Control incoming calls efficiently by balancing the load of Agent conditions.
 - Utilize call distribution patterns, it will improve the call management.
- VIP priority for special treatment
- ➔ Provide special treatment to the special customers.



Chapter 2

Features

Panasonic 2.1 Queuing Features

» 2-1-1 Queue Announcement-1

Following flow shows example of application for Call Center function



Customer incoming Call

DISA Message 501

Hello this is Panasonic Bank . This call is recorded in order to improve our service.

ICD Group Queuing

DISA No Dial to ICD

ICD Agent Idle?

Yes

No

Queuing announcement

10 other people are waiting to connect. And your estimated wait time is **More Than** 30 minutes

Max 100 callers can wait.

Agent becomes available

BGM for ICD Group

Panasonic Bank is offering good interest rate now....

Queuing announcement

5 other people are waiting to connect. And your estimated wait time is **Around** 10 minutes

Talk with Agent



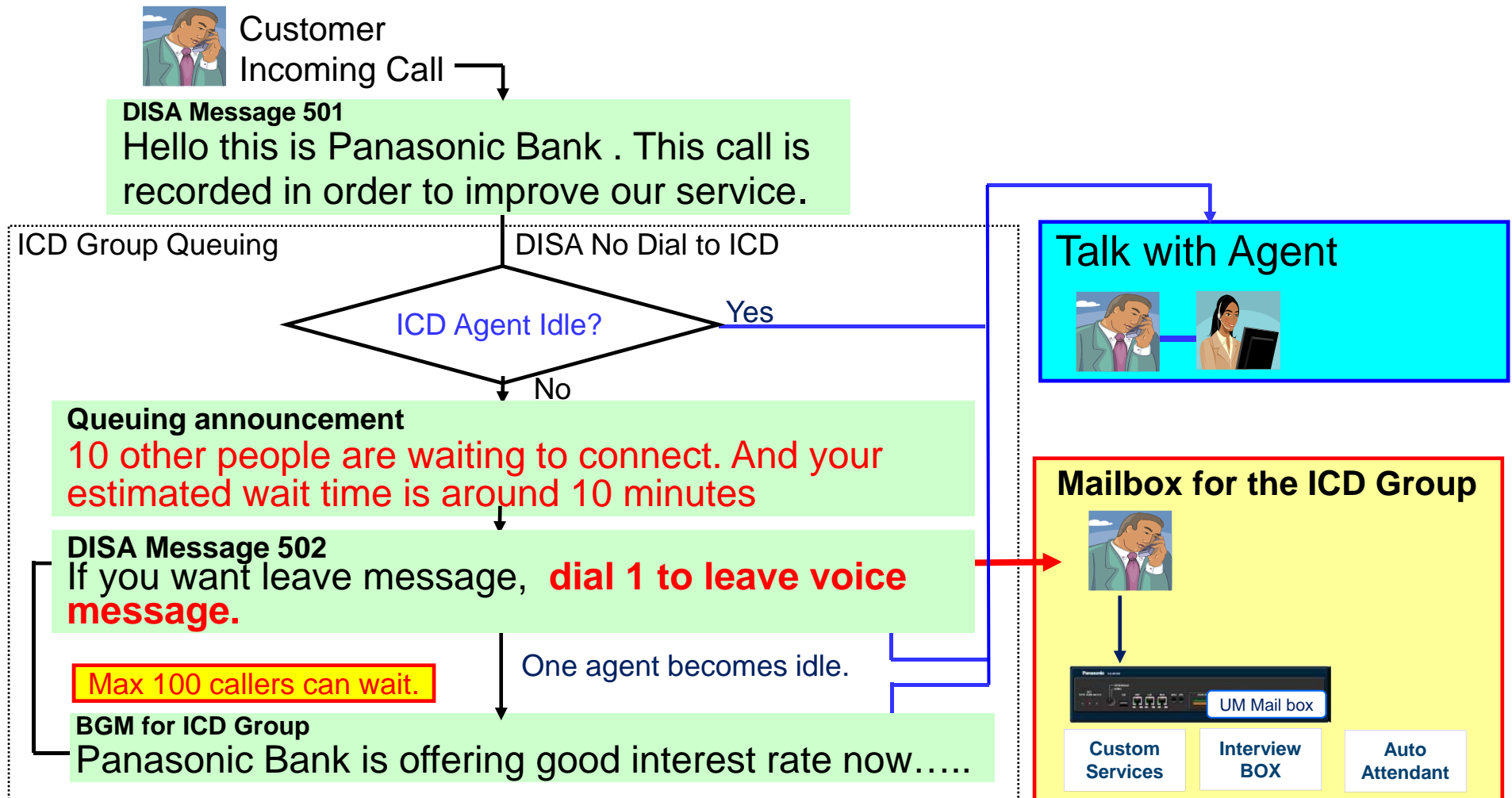
Note:

System can announce special message to long waiting caller. This is System option

Panasonic 2.1 Queuing Features

» 2-1-2 Exit from ICD queuing and leave message to UM -2

Following flow shows example of application for Call Center function



Panasonic 2.2 Built in ACD

» 2-2-1 ICD Group Call Monitor

There are 2 built in function for Call Center function.
One is Group call monitor and other is Report function
Following shows Group call Monitor function

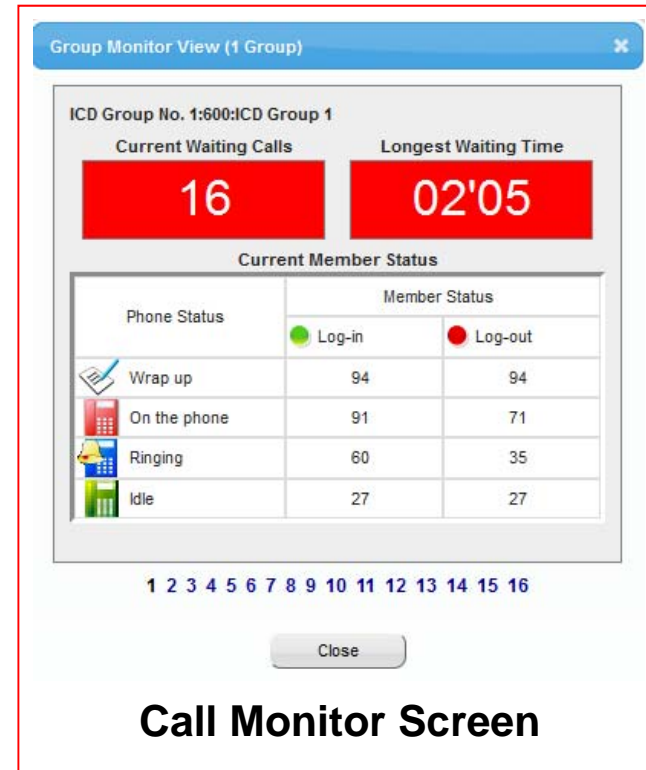
<ICD Group Call Monitor>

Supervisor position can monitor following status

- 1) Current Waiting Call
Number of calls waiting in the queue
- 2) Longest Waiting Time
Longest elapsed waiting time of the call queuing
- 3) Current Agent Status
Number of monitored ICD group member with status

Note

1. Up to 4 groups call monitor screen can be displayed simultaneously.
2. Up to 16 supervisors can use this feature.
3. Max 16 ICD-G can be pre-programmed.
4. Status monitor will update every preprogramed time



**“Call center feature enhancement”
AK require for the System.**

Panasonic 2.2 Built in ACD

» 2-2-1 Activate ICD Group Monitor

To Activate Group monitor, Login User by Supervisor Account , then set up

- 1) Select ICD-G (Max 16 ICD-G) for monitoring
- 2) Select Screen Layout either One Group or 4 Group one screen
- 3) Select Screen mode either Simple Mode or Standard
- 4) Setup Alarm mode by Number of Queuing call and Queuing time

Then Click Start

Group Monitor

Start Monitor

Basic Settings

Layout

Select ICD Group

1: 1:601:ICD Group 001

2: 2:602:ICD Group 002

3: 3:603:ICD Group 003

4: 4:604:ICD Group 004

5: 5:605:ICD Group 005

Options

Member Status View Mode

Highlighted Display Settings

Number of Current Waiting Calls (1-30)

Waiting Time (0-10 min/10 sec)

Colour Mode

Blinking

OK Cancel Apply

<Users Screen>

4) Click to Start to Monitor

2) Select Screen Layout

1) Select ICD-G

3) Select Screen Mode

Group Monitor View (1 Group)

ICD Group No. 1:600:ICD Group 1

Current Waiting Calls: 16

Longest Waiting Time: 02'05

Current Member Status

Phone Status	Member Status
Wrap up	Log-in
On the phone	Log-out
Ringing	
Idle	

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Close

Standard Mode

Group Monitor View (1 Group)

ICD Group No. 1:600:ICD Group 1

Current Waiting Calls: 18

Longest Waiting Time: 02'31

Current Member Status

Phone Status	Member Status
Busy	Log-in
Idle	Log-out

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Close

Simple Mode

Panasonic 2.2 Built in ACD



2-2-2 ACD Report-1

NS700 provides ICD-Group Call and Status Report as follow

Group Call Report		
Total Incoming Calls		Number of incoming calls to the group
Total Answer Calls		Number of answered calls
Total Lost Calls		Number of calls abandoned by callers
Total Overflow Calls		Number of overflowed calls from the group
Group Statistics Report		
Talk (Busy) Time		
	Total Talk Time	Total time that the group members spent talking with callers
	Average Talk Time	Average time that the group members spent talking
	Longest Talk Time	Longest time that the group members spent talking
Wait Time (Answered)		
	Total Wait Time	Total of waiting time before agents answer the call
	Average Wait Time	Average waiting time before agents answer the call
	Longest Wait Time	Longest waiting time before agents answer the call
Wait Time (Lost)		
	Total Wait Time	Total of waiting time before the call is abandoned
	Average Wait Time	Average waiting time before the call is abandoned
	Longest Wait Time	Longest waiting time before the call is abandoned
Max Waiting Calls		Maximum number of waiting calls in the queue

ICD-Group Report

Note : Total 300,000 calls can be stored as history data with Optional SD (XS/S/M)

“Call center feature enhancement” AK require for the System.

Panasonic 2.2 Built in ACD



2-2-2 ACD Report-2

NS700 also provides Agent Call and Status Report as follow

Agent Call Report	
Total Answer Calls	Number of answered calls by the agent
Agent Statistics Report	
Talk (Busy) Time	
Total Talk Time	Total time that the agent spent talking with callers
Average Talk Time	Average time that the agent spent talking with callers
Longest Talk Time	Longest time that the agent spent talking with callers
Total Login Time	Duration time of login by the agent
Total Not-ready Time	Total of Not-ready duration of the agent
Total Wrap-up Time	Total of Wrap-up duration of the agent

Agent Report

Note : Total 300,000 calls can be stored as history data with Optional SD (XS/S/M)

“Call center feature enhancement” AK require for the System.

Panasonic 2.2 Built in ACD

» 2-2-3 ACD Report parameters

User can create various report by selecting report type, report date and report form. Following shows sample screen for report type selection.

The image displays three overlapping screenshots of the 'ACD Report' web interface. Each screenshot shows a 'Supervisor selection' dropdown set to 'test2' and buttons for 'Report Profiles' and 'Option'. The first screenshot has the 'Group' tab selected. The second screenshot has the 'Agent' tab selected. The third screenshot has the 'Call' tab selected and shows additional filter settings, including 'Select Agent', 'Select Period' (set to 'Today'), 'Start Date', 'Start Time', 'End Date', 'End Time', and a 'Call Filter Mode' section with a 'Caller ID/CLIP Filter' and eight input fields (1-8).

Group Report:
Check each ICD-G Call History

Agent Report:
Check each Agent Activity

Call Report:
Check All call history to the System

“Call center feature enhancement” AK require for the System.

Panasonic 2.2 Built in ACD

2-2-4 ACD Report output

Supervisor can output report to PC Screen and also export data to file as CSV file. In addition, supervisor can print out report to the printer

Following is data output image

<To the screen>

Graph

Export

Print

Report Duration: 27/06/2013 19:23 - 28/06/2013 23:11

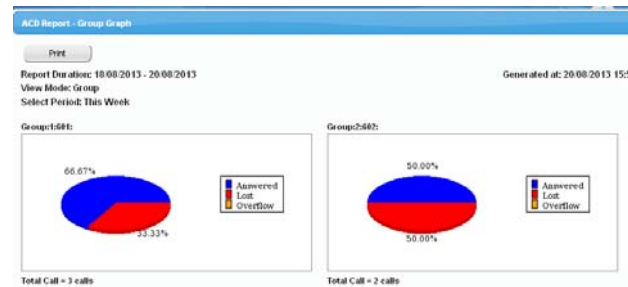
Generated at: 02/07/2013 13:08

View Mode: Group

Select Period: Custom Period

Group	Incoming Calls				Talk Time		
	Total	Answered	Lost	Overflow	Total	Average	Max
1.001 Engineer	2	2	0	0	0:33:20	0:33:20	0:33:20
2.002 Sales	2	2	0	0	0:33:20	0:33:20	0:33:20
3.003 Executive	3	3	0	0	0:33:20	0:33:20	0:33:20
4.004 Factory	3	3	0	0	0:33:20	0:33:20	0:33:20
5.005 Office	2	2	0	0	0:33:20	0:33:20	0:33:20
6.006 KCD Group 006	3	3	0	0	0:33:20	0:33:20	0:33:20
7.007 KCD Group 007	1	1	0	0	0:33:20	0:33:20	0:33:20
8.008 KCD Group 008	2	1	0	0	0:33:20	0:33:20	0:33:20
9.009 KCD Group 009	3	2	0	1	0:33:20	0:33:20	0:33:20
10.010 KCD Group 010	3	1	1	1	0:33:20	0:33:20	0:33:20
11.011 KCD Group 011	7	2	3	2	0:33:20	0:33:20	0:33:20
12.012 KCD Group 012	1	1	0	0	0:33:20	0:33:20	0:33:20
13.013 KCD Group 013	1	1	0	0	0:33:20	0:33:20	0:33:20
14.014 KCD Group 014	1	1	0	0	0:33:20	0:33:20	0:33:20

1. Row Data

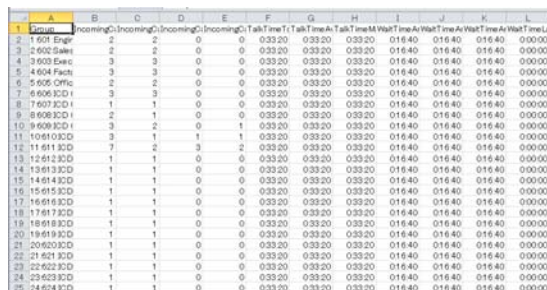


2. Pie Chart



3. Bar Graph

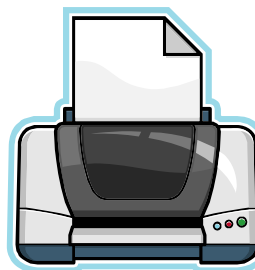
<To the CSV File>



A	B	C	D	E	F	G	H	I	J	K	L
1	Group	Incoming	Incoming	Incoming	Incoming	Talk Time	Talk Time	Talk Time	Talk Time	Talk Time	Talk Time
2	1.001 Engr	2	2	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
3	2.002 Sales	2	2	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
4	3.003 Exec	3	3	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
5	4.004 Fact	3	3	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
6	5.005 Offc	2	2	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
7	6.006 KCD I	3	3	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
8	7.007 KCD I	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
9	8.008 KCD I	2	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
10	9.009 KCD I	3	2	0	1	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
11	10.010 KCD	3	1	1	1	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
12	11.011 KCD	7	2	3	2	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
13	12.012 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
14	13.013 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
15	14.014 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
16	15.015 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
17	16.016 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
18	17.017 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
19	18.018 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
20	19.019 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
21	20.020 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
22	21.021 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
23	22.022 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
24	23.023 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00
25	24.024 KCD	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:00:00

4. CSV File out put

<To the Printer>



Following data can be printed out

1. Row Data
2. Pie Chart
3. Bar Graph

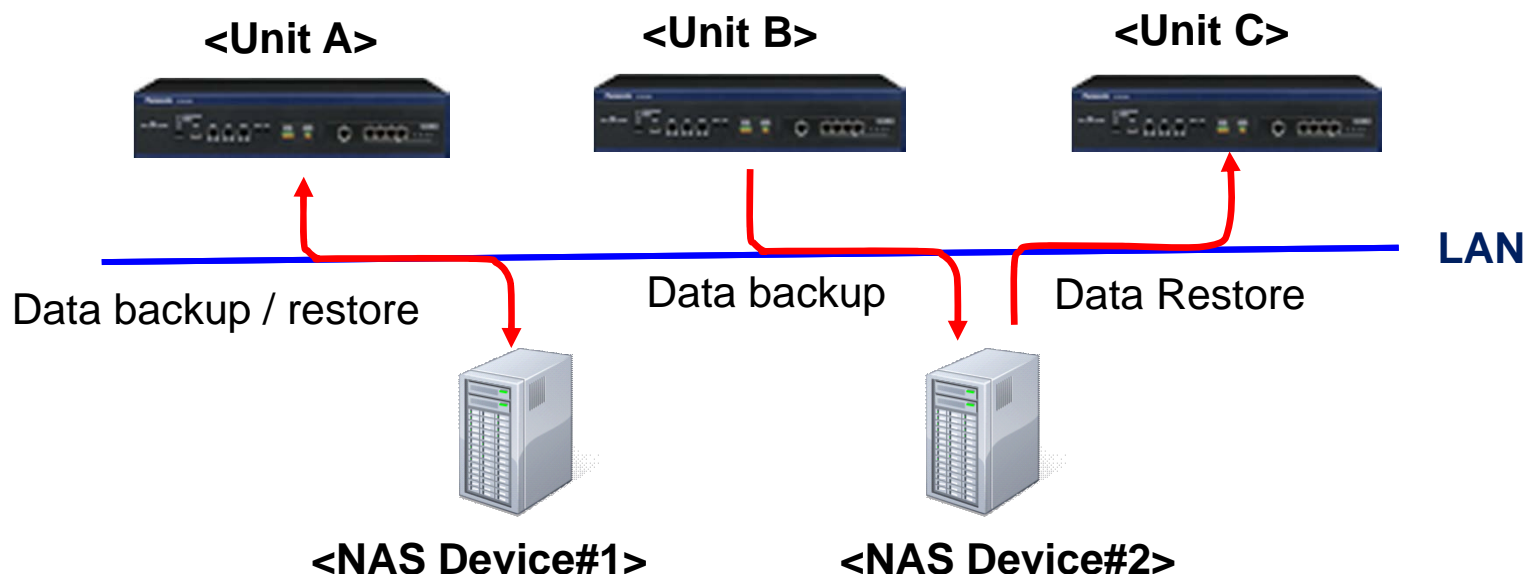
Panasonic 2.3 NAS I/F

» 2-3 Save data to NAS device

NS700 can interface NAS(Network Attached Storage) device for

- 1) Back up Large size of Data
- 2) Multiple NS1000 can share same storage device

Target Data for this function is 1. UM-Voice Data, 2. System setting Data and 3. NS700 firmware data for upgrade system



**Note: NS700 supports NFS version 4(Linux) and CIFS(Windows).
No other format is supported**



2-3 Save data to NAS device

Scheduled export feature

- Up to 10 patterns(filtering condition, enable/disable) for each schedule can be set.
- Scheduled type can be selected from following type.
Daily/ Weekly/ Monthly/ Specific date
- Exported data can be exported to USB or NAS.
- File format is CSV.
- Export Log
 - Result of Export will be kept as log. And it can be found at Web-MC.
 - Max 100 Logs can be stored. These report will be over write when exceed Max log numbers.

Panasonic 2.4 Backup and Playback

» 2-4-1 Backup data Playback

Backup Recording Viewer, PC application, enable to play backup data in NAS.

Features

- 1) Create Call History and Sort history
- 2) Playback VM Message and 2way-Rec Message
- 3) Delete message
- 4) Create WAV format data and Attach Email.
- 5) Support up to 16 NAS server.
- 6) Supported languages: English, Spanish
- 7) Supported OS: Windows7, 8

Backup Recording Viewer
Downloadable from Poltys-HP.

LAN

<NAS Device#1>

<NAS Device#2>



Panasonic 2.4 Backup and Playback



2-4-2 Backup data Playback

Backup recording viewer for NS

File SK About
F Call History AB Settings

Drag a column header here to group by that column

Start Date	Start Time	Extension	Caller ID	Dialed Number	Duration
2015/02/23	18:00:47	139		9052010601	00:00:39
2015/02/23	15:54:11	139		9052010601	00:01:21
2015/02/23	15:52:12	139		9052010601	00:00:02

Save to disk
Send to mail recipient
Play
Delete all records
Delete selected records
Refresh data

Indicated items
-Start Date
-Start Time
-Extension(*)
-Dialed Number
-Caller ID(*)
-Duration Time
-BKP File name
-Wave file name

*Note:

Extension filed indicates the following.

In case of VM data file, Mail Box number.

In case of 2way-Rec file, Monitored extension number.

Caller ID filed supports external incoming call only.

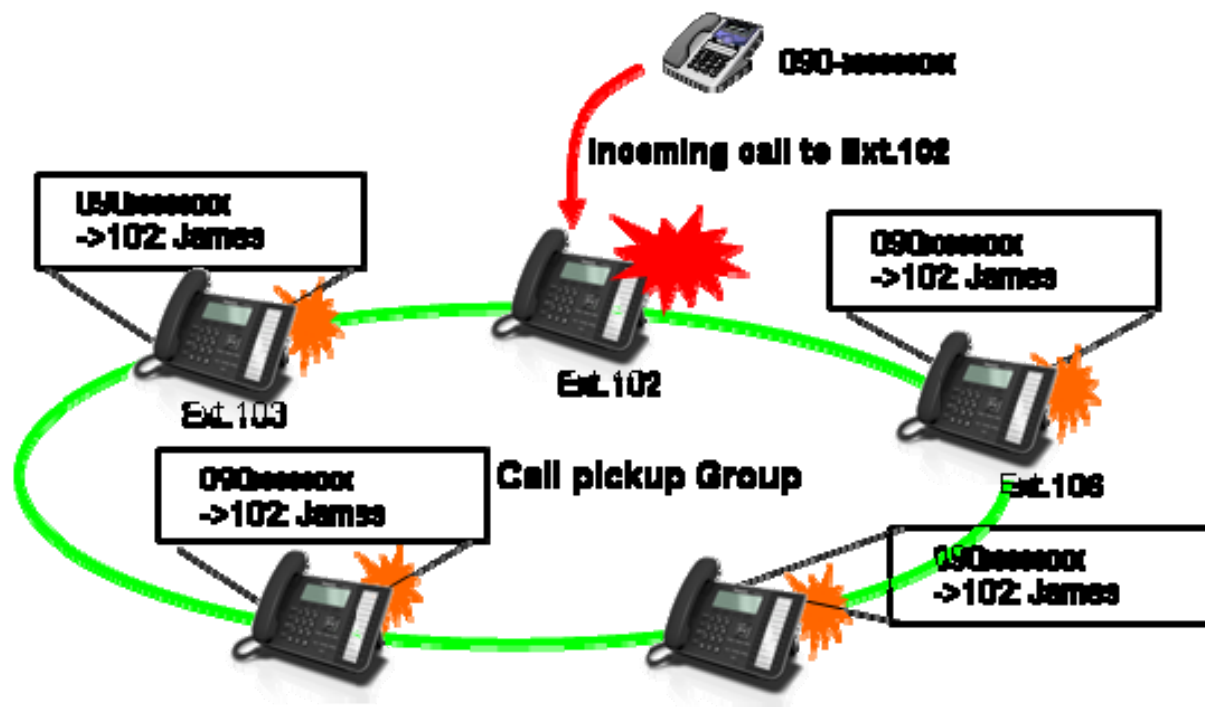
Down load link of “Backup Recording Viewer for NS”.

http://www.polty.com/en/panasonic/backup_recording_viewer_for_ns.html

Panasonic 2.5 Call Pickup

» 2-5. Call Pickup Group Monitor

When a member of the call pickup Group is receiving a call, other members are notified by number/name of caller at LCD and short ring tone.



» 2-5. Call Pickup Group Monitor

Conditions

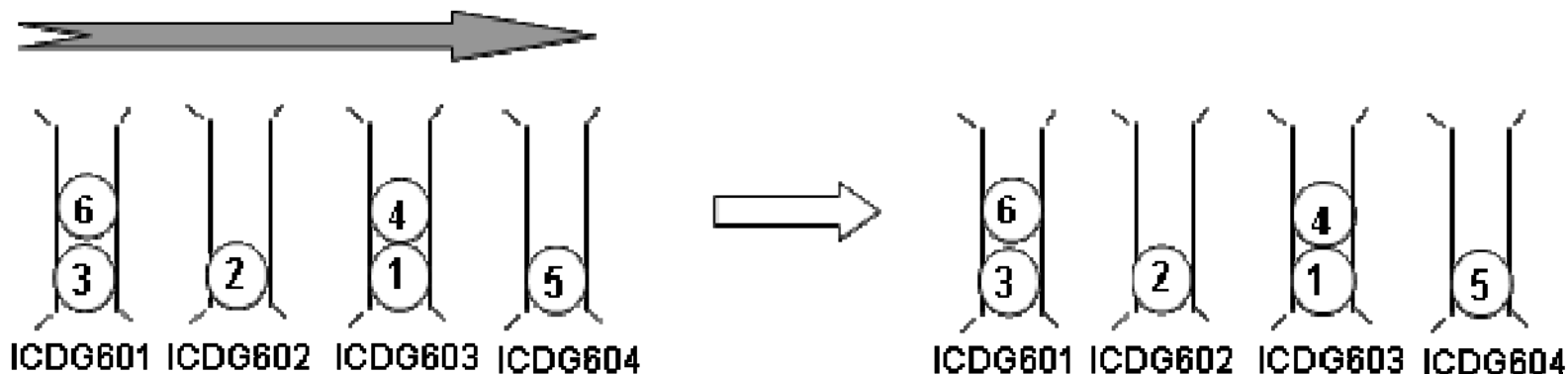
- All EXT is scanned periodically (every 15 sec).
- The call ring at other EXT can be presented at LCD every 15Sec.
- The call information display period can be choose from 5/10/15Sec.
- Short tone can be set together with call display.
- Maximum 256 EXT can have this ring at other EXT monitor feature.
- Only DPT and IP-PT which has 3 line or 6 line display support this feature.
(UT series not supported)
- During auto redial standby, LCD control by CTI “SetDisplay” command and during paged, monitor information can’t be displayed.
- The call is picked up by “Call Pick Up” or “Overflow to other ICD-Group” can’t be count as call in Built In ACD report. It will be fixed by future release.

Panasonic 2.6 Call Distribution



2-6-1. Distribution Order

Order of Queue out equal to call number. This means 1st call arrived at system serve 1st regardless arrive at which ICD group.



Order of Queue out	1	2	3	4	5	6
Call number	3	2	1	5	6	4

before

Order of Queue out	1	2	3	4	5	6
Call number	1	2	3	4	5	6

NS700/NS1000(V4.1) or later

Panasonic 2.6 Call Distribution

» 2-6-1. Distribution Information

The destination extension is able to recognize the selection of caller.

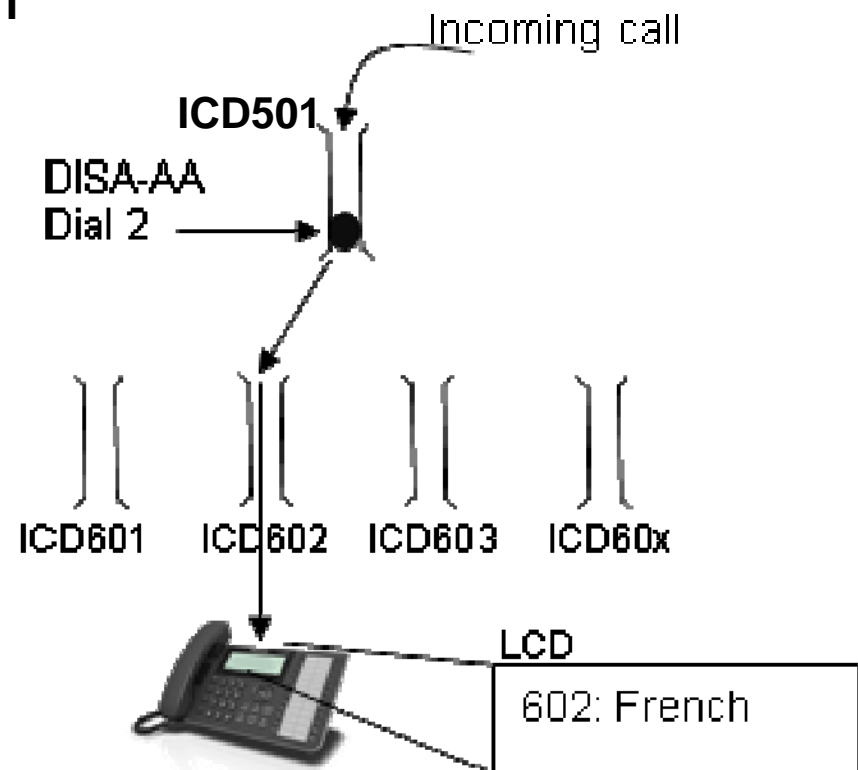
Incoming call comes into ICD group 501

DISA-Automated Attendant (AA)

Dial 1: English -> ICD 601

Dial 2: French -> ICD 602

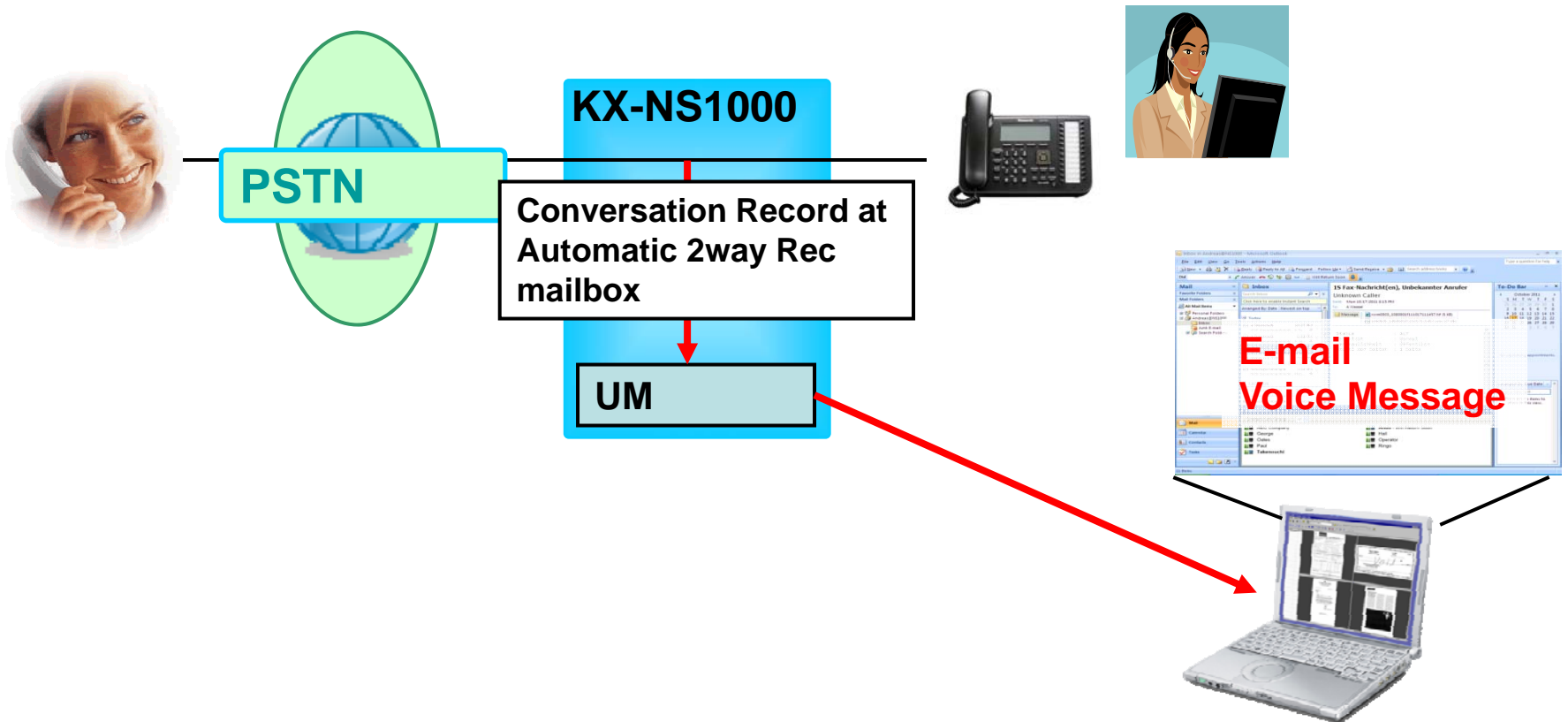
Dial 3: German -> ICD 603



Panasonic 2.7 Automatic 2 Way Rec

» 2-7-1. E-mail notification

The specification of E-mail setting is same as general mailbox. No activation key is required for this notification. E-mail will be sent at the same time when message recording will be finished.

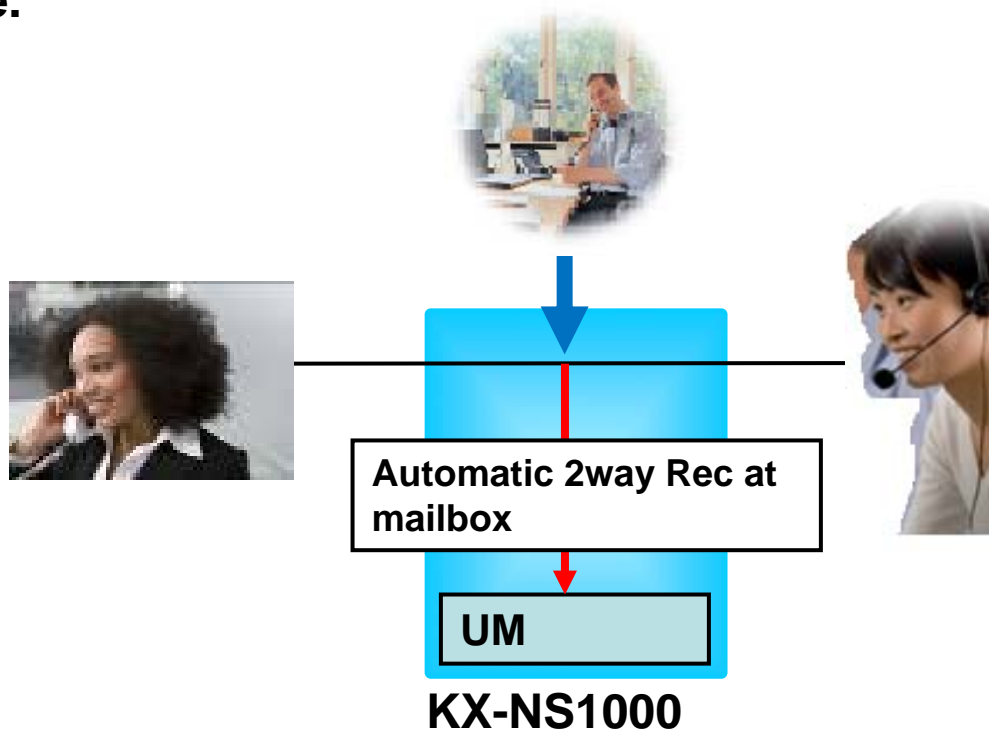


Panasonic 2.7 Automatic 2 Way Rec

» 2-7-2. Conference Call Monitor

4 parties conference is available, so

- Call monitor feature is available to the extension even on Two-way recording.
- Call monitor feature is available to the extension even on 3 party conference.

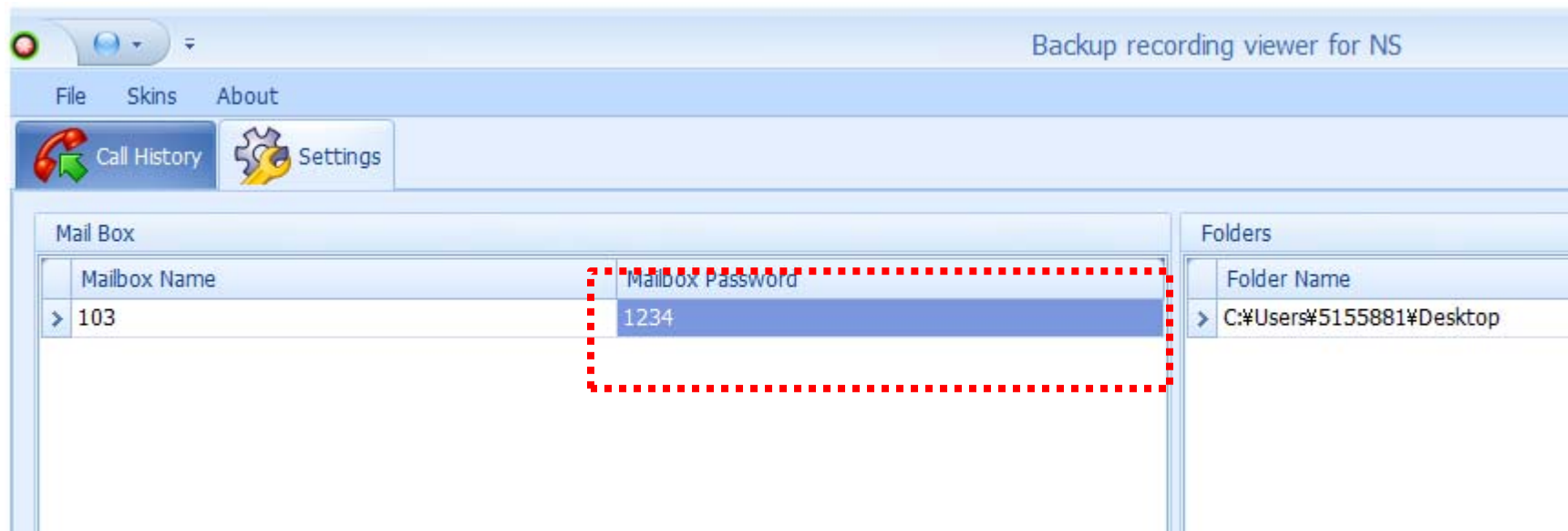


Panasonic 2.7 Automatic 2 Way Rec

» 2-7-3 Mailbox Password Protection

Each mailbox for Automatic 2way recording can have individual password.

The voice data file that is backed up at NAS can have password protection.



Down load link of “Backup Recording Viewer for NS”.

http://www.polys.com/en/panasonic/backup_recording_viewer_for_ns.html



2-8. Operation at free layout office

NS1000 allows suitable operation for free layout agents by assigning extensions of virtual ports to real users (Agents).

Note: Virtual port means Physical or Virtual extension port which physical phone is not connected on.

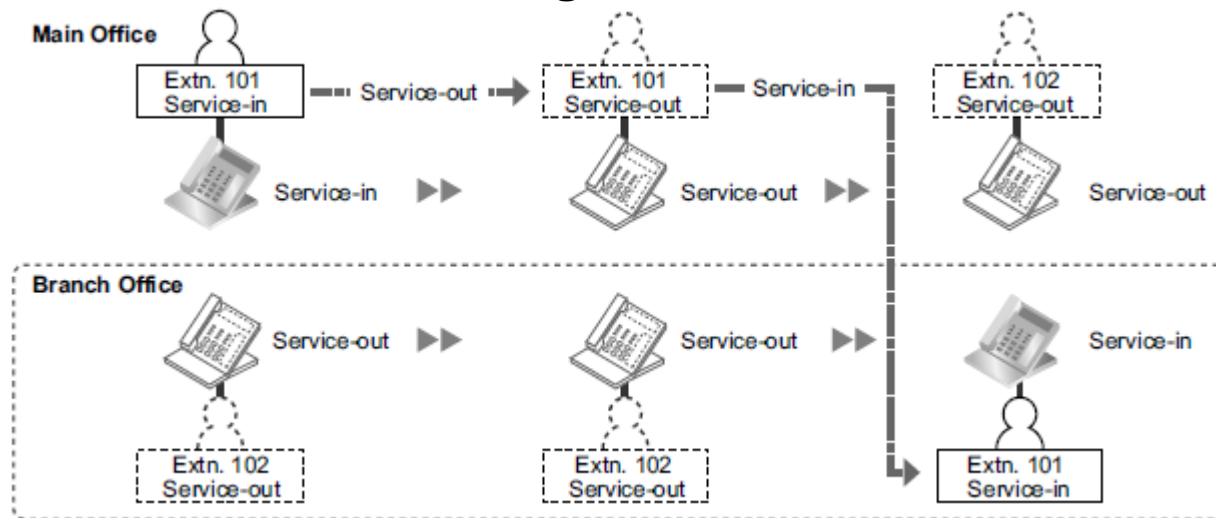
IP-extension activation key is not required if IP Extension ports are used as virtual ports.

The virtual ports work like as home ports of Agents, and the agent is existed as extension of virtual port while the agent is not “service-in” status on any physical phone.

Panasonic 2.8 Enhanced Walking EXT

» 2-8. Operation at free layout office

Issue with “Enhanced Walking Extension”



**EXT location will be keep swapping every time when this feature is used.
So it is not easy to find the EXT location.**

Panasonic 2.8 Enhanced Walking EXT

» 2-8. Operation at free layout office

Enhancement on “Enhanced Walking Extension”

Phone “A”



EXT301

Phone “B”



EXT302

Port Property - Virtual IP Extension

Registration De-registration Forced De-registration

Main Option Voice Secondary Setting Remote Place

No.	Shelf	Slot	Port	Extension Number	Extension Name (20 characters)	Connection
	ALL					ALL
1	Virtual	47	1	301		INS
2	Virtual	47	2	302		INS
3	Virtual	47	3	101	Mark	Fault
4	Virtual	47	4	102	Tom	Fault

Original condition

- 1) When EXT101 Service in to Phone “A” then Phone “A” become EXT101.
- 2) Then port No.1 showing as EXT101, port No.3 showing as EXT301
- 3) Next, EXT102 Service in to Phone “A”
- 4) Then port No.1 showing as EXT102, port No.3 showing as EXT101 and port No.4 showing as EXT301.

**EXT location(Port No.) always same when Service out.
So it is easy to find the EXT location.**

Panasonic 2.8 Enhanced Walking EXT



2-8. Operation at free layout office

Condition

- There is new System Option at “Option 9”.
- When “Enable” this option then Port No. and EXT number is tied.
- Also while EXT will be newly added then Port No. and EXT number is tied with this option “Enable”.

» 2-9. “Ring” for distributing calls to idle extensions

While call arrived at ICD-Group and “Ring” state and EXT in Group status changed as bellow, then the call start to ring at the EXT immediate after changing status.

- 1) Busy to Idle**
- 2) Log Out to Log In**
- 3) Wrap Up or Not Ready to Ready**

This behavior is switchable On/Off by System option bit.

Chapter 3

How to program (Set up example)

Panasonic 3 How to Program

» Sample set up - Call handling

This section explains how to set up for sample configuration

Call handling overview



Customer
Incoming Call

DISA Message 501

Hello this is Panasonic Bank . This call is recorded in order to improve our service.

ICD Group Queuing

DISA No Dial to ICD

ICD Agent Idle?

Yes

No

Queuing announcement

10 other people are waiting to connect. And your estimated wait time is around 10 minutes

DISA Message 502

If you want leave message, **dial 1 to leave voice message.**

One agent becomes idle.

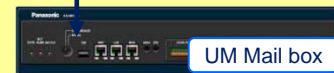
BGM by MOH

Panasonic Bank is offering good interest rate now.....

Talk with Agent



Mailbox for the ICD Group



Custom
Services

Interview
BOX

Auto
Attendant

Panasonic 3. How to program

» 3.1 AK for Small Call center function

To activate Built In ACD function, must install AK at first

[Activation Key Installation](#) ➔

MPR-ID : 47010806F0C60C76 Number of activated IP-GW : 8 / 32

Number of activated IP-Softphone : 0 / 0

[Activate Pre-installed Activation keys](#)

Activated feature	Pre-installed	Activation key	Features in total	System total
CA Basic (no title)	0	0	0	-
CA Pro (user)	0	10	10	-
CA Supervisor (user)	0	0	0	-
CA Network Feature (user)	0	128	128	-
CA Operator Console (user)	0	0	0	-
CA Thin Client Server	0	0	0	-
Call Centre Feature Enhancement	0	1	1	-

Need to Install Call Center Features enhancement Key
This Key is Centralized, so only one AK is required per System

Panasonic 3. How to program

» 3.2 DID and DISA Message setting -1

Set DISA function for Call Center call at DID/DISA setting, by the setting, incoming call will be answered by DISA

<1.Configuration> -> <10. CO & Incoming Call> -> <3.DDI/DID Table>Incoming distribution>

DDI / DID Table					
Automatic Registration Name Generate Destination Setting					
ID *	DDI / DID Number (32 digits)	DDI / DID Name (20 characters)	DDI / DID Destination - Day	DDI / DID Destination - Lunch	DDI / DID Destination - Break
	2011234567	Call Center Group1	5801	5801	5801

Step1. Set DISA#1 (5801) for Call Center call to DID Table

<5.Option Device> -> <2. DISA Message>

Extension List View Destination Setting			
OGM Number *	Floating Extension Number	Name (20 characters)	1 Digit AA Destination (Extension Number) - Dial
1	5801	Hello This is	601

Step2. Set DISA divert position as ICD-G601 for dial 0 entry

<Queuing Process>

DISA Message 501

Hello this is Panasonic Bank .
This call is recorded in order to improve our service.



Queuing announcement

Currently all agents are on the phone. XX
caller is waiting, and Estimated waiting
time is XX minutes



DISA Message 5802

If you want leave message, dial 1 to leave
voice message.



BGM by MOH

Panasonic Bank is offering good interest
rate now.....

<How to record DISA Message>



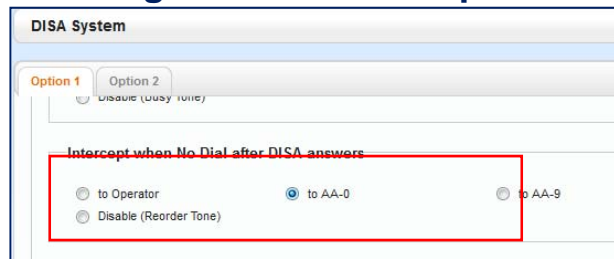
OGM floating
extension no.

Panasonic 3. How to program

» 3.2 DID and DISA Message setting -2

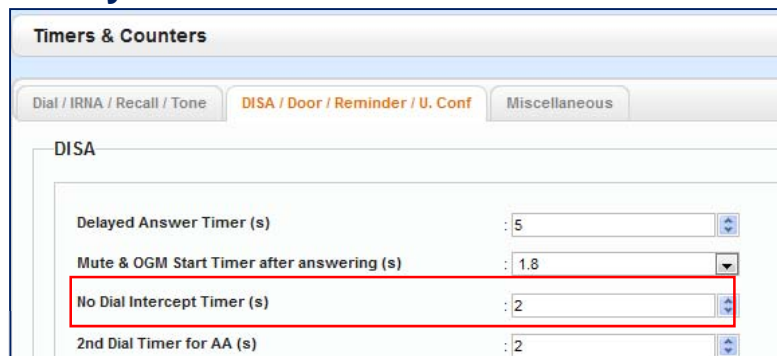
Set No digits operation at DISA program to divert call to ICD-G 601

<1.Configuration> -> <5. Option Device> -> <3. DISA System> -> <Option1-TAB>



Step3. Set AA-0 selection when no Dial entered in DISA Intercept Table

<2.System> -> <3. Timer & Counters>



Step4. Change DISA no dial intercept timer as `2` for quick transfer to ICD-G#601

<Queuing Process>

DISA Message 501

Hello this is Panasonic Bank .
This call is recorded in order to improve our service.



Queuing announcement

Currently all agents are on the phone. XX
caller is waiting, and Estimated waiting
time is XX minutes



DISA Message 5802

If you want leave message, dial 1 to leave
voice message.



BGM by MOH

Panasonic Bank is offering good interest
rate now.....

Panasonic 3. How to program

» 3.3 Queuing Announcement Setting - 1

Set Queuing Table for ICD-G#601 as table #1, and set call handling

<1.Configuration> -> <3. Group> -> <5. ICD-G> -> <1. Group Setting> -> <Queuing Time Table TAB>

ICD Group	Floating Extension Number	Group Name (20 characters)	Queuing Time Table - Day	Queuing Time Table - Lunch
601		Call Center	Table 1	Table 1

Step1. Queuing Table 1 for ICD-G #601

-> <5. ICD-G> -> <2. Queuing Time Table>

Queuing Table	Sequence 01	Sequence 02	Sequence 03
1	Wait 05 s	Queue No. and Time	Wait 05 s

Step2. Set Announce Queue position and estimated waiting time after 5 sec waiting time

Note: You can set to announce only queue position

<Queuing Process>

DISA Message 5801
Hello this is Panasonic Bank .
This call is recorded in order to improve our service.



Queuing announcement
10 other people are waiting to connect. And your estimated wait time is around 10 minutes



DISA Message 5802
If you want leave message, dial 1 to leave voice message.



BGM by MOH
Panasonic Bank is offering good interest rate now.....

Panasonic 3. How to program

>> 3.2 Queue Announcement Setting -2

User can set up estimate waiting time calculation method, Special greeting timer and language of queue announcement as follow

<1.Configuration> -> <3.Group>-> <5.Incoming distribution> -> <3. Miscellaneous>

Announcement of Estimated Waiting Time

Calculated based on (the following time x number of calls in queue)

☐ Average waiting time

☒ Predefined time

Waiting time (10-3600 s) : 30

Threshold Time for Special Announce (10-60 min) : 30

UM System Guidance

UM System Guidance for Queue No. / Queue No. and Time : Guidance No. 1 [UK-English]

User can Select either Average waiting time or Fixed time for calculating estimated waiting time. If user chose Fixed, user can enter fixed time

User can set up Threshold time for Special announcement. If exceed this time against estimated waiting time, Announcement will change from `around` to `more than` (See Note1,2)

User can select Language of Queue info announcement (See Note3)

Note 1) Normal announce Mode

Currently all agents are on the phone. XX caller is waiting, and Estimated waiting time is **around** XX minutes

2) Over threshold time Mode

Currently all agents are on the phone. XX caller is waiting, and Estimated waiting time is **more than** YY minutes (YY: Data in Threshold time table)

3) UM System Guidance

When you upgrade system software from older version, need to upload System.

Panasonic 3. How to program

» 3.4 Intercept by Dial 1 to VM

Set OGM message 2 for Intercept message and set up DISA Message table

<1.Configuration> -> <3. Group> -> <5. ICD-G> -> <1. Group Setting> -> <Queuing Time Table TAB>

Sequence 02	Sequence 03	Sequence 04	Sequence 05
ALL	ALL	ALL	ALL
Queue No. and Time	Wait 05 s	OGM 02	Wait 15 s

Step1. Set OGM2 message asking dial 1 for intercept to VM

<1.Configuration> -> <5.Option Device> -> <2. DISA Message>

DISA Message				
Extension List View Destination Setting				
OGM Number #	Floating Extension Number	Name (20 characters)	1 Digit AA Destination (Extension Number) Dial 0	1 Digit AA Destination (Extension Number) Dial 1
1	5801	Hello this is	601	
2	5802	If you		500

Step2. Divert destination as 500 (VM) when enter dial 1 while herring OGM message (502)

<Queuing Process>

DISA Message 5801

Hello this is Panasonic Bank .
This call is recorded in order to improve our service.



Queuing announcement

Currently all agents are on the phone. XX caller is waiting, and Estimated waiting time is XX minutes



DISA Message 502

If you want leave message, dial 1 to leave voice message.



BGM by MOH

Panasonic Bank is offering good interest rate now.....

Panasonic 3. How to program

>> 3.5 BGM Message setting

Set OGM message 3 for BGM on waiting

<1.Configuration> -> <3. Group> -> <5. ICD-G> -> <1. Group Setting> -> <Queuing Time Table TAB>

Sequence 02	Sequence 03	Sequence 04	Sequence 05
ALL	ALL	ALL	ALL
Queue No. and Time	Wait 05 s	OGM 02	Wait 15 s

Step1. Set Wait in Queuing Time table.
System will send Company greeting

<Queuing Process>

DISA Message 5801

Hello this is Panasonic Bank .
This call is recorded in order to improve our service.



Queuing announcement

Currently all agents are on the phone. XX
caller is waiting, and Estimated waiting
time is XX minutes



DISA Message 5802

If you want leave message, dial 1 to leave
voice message.



BGM by MOH

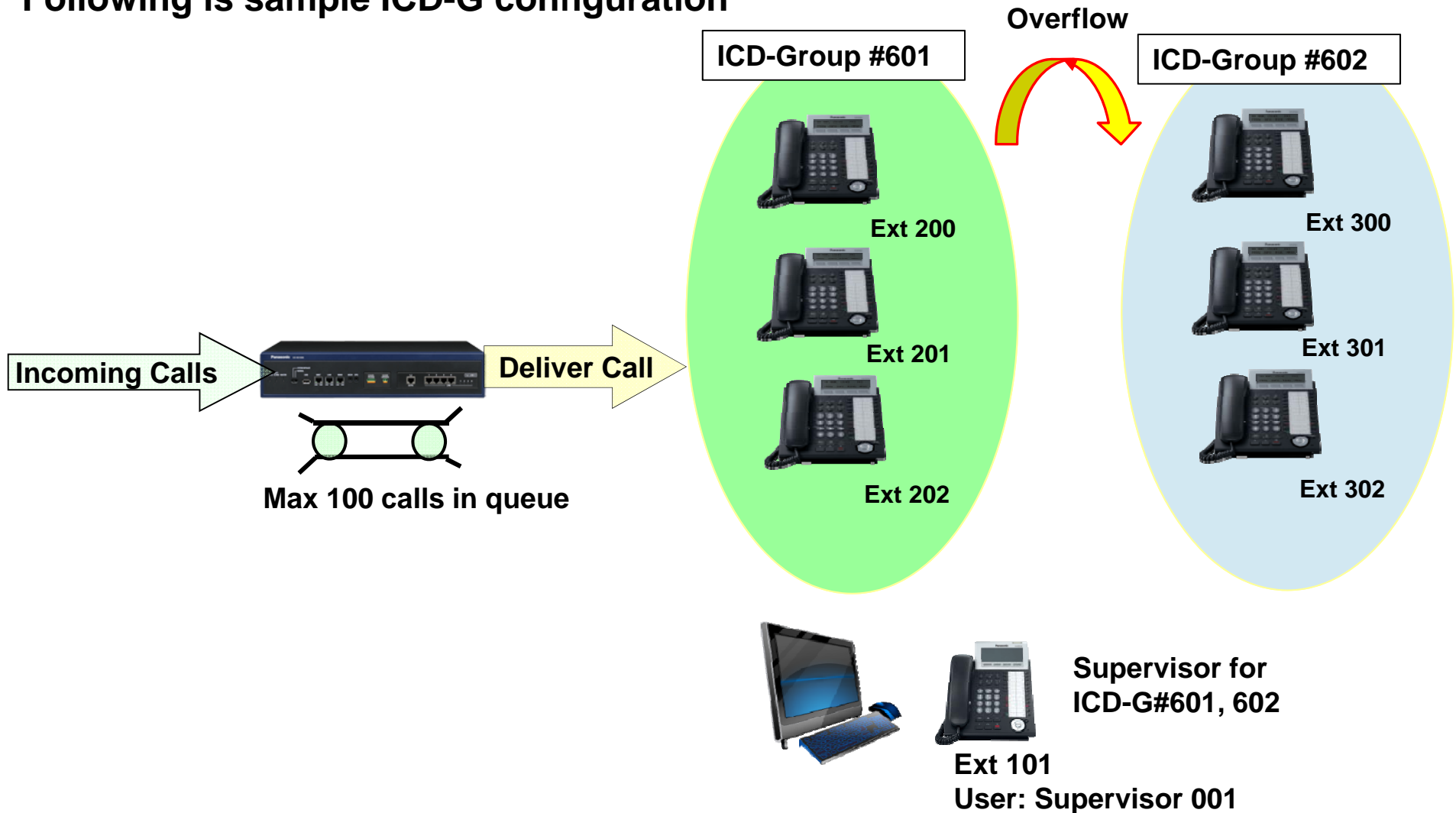
Panasonic Bank is offering good interest
rate now.....

Panasonic 3 How to Program



Sample set up – Agent and Supervise configuration

Following is sample ICD-G configuration



Panasonic 3. How to program

>> 3.6 Set Overflow position

Set Overflow position for back up

<1.Configuration> -> <3. Group> -> <5. ICD-G> -> <1. Group Setting> -> <2. Queuing Time Table >

Queuing Table	ALL	ALL
1	Wait 80 s	Overflow
2	None	None
3	None	None

Step1. Set Overflow in Queuing table

<1.Configuration> -> <3. Group> -> <5. ICD-G> -> <1. Group Setting> -> <Overflow Queuing Busy TAB>

ICD Group	Floating Extension Number	Group Name (20 characters)	Queuing Busy Destination - Day
1	601	ICD-G1	602
2	602	ICD-G2	

Step2. Set 602 in Overflow destination

Panasonic 3. How to program



3.7 Set up Queuing table and ICD Member Table

1. Set up Queuing table for ICD-G 601 as 100

<1.Configuration> -> <3. Group> -> <5. Incoming call distribution Group> -> < 1. Group Setting>

ICD Group	Floating Extension Number	Group Name (20 characters)	Queuing Busy Destination - Day	Queuing Busy Destination - Lunch	Queuing Busy Destination - Break	Queuing Busy Destination - Night	Queuing Call
1	601	ICD-G 601					100
2	602	ICD-G 602					

set up 100 as maximum Queuing call

2. Set up ICD-G 601,602 member

<1.Configuration> -> <3. Group> -> <5. Incoming call distribution Group> -> < 1. Group Setting> -> Member list

Member	Extension Number
1	201
2	202
3	203

Member	Extension Number
1	301
2	302
3	303

set up Extension number as Agent for each ICD-G

Panasonic 3. How to program

» 3.8 ACD Supervisor Setting -1

Then setup Supervisor position. Supervisor can monitor group/Agent status and create report

1. Set up “User” account

Set up User account. **User** level account can be Supervisor, and also **Admin level user can monitor all ICD-G status**

<Users> -> <2. Add User> -> <1. Single user> or <2. Multiple users>

The screenshot displays the Panasonic ACD Supervisor Setting interface. It features two tabs: 'User Information' and 'Contact'. The 'User Information' tab is active, showing fields for 'First Name' (Supervisor 001) and 'Last Name' (Boss). The 'Contact' tab is also visible, showing fields for 'Extension No.' (101), 'Device' (Virtual Extension), and 'Extension PIN' (Edit button).

Create User account
Name: Supervisor
Extension #: 101

Note: Up to 16 supervisor can be created

Panasonic 3. How to program

» 3.8 ACD Supervisor Setting -2

2. Set up Supervisor position

After create user account then set up supervisor position

<1.Configuration> -> <3. Group> -> <5. Incoming call distribution Group> -> <4. ACD supervisor>

The screenshot displays the 'ACD Supervisor' configuration window. It features a table with columns: No., First Name, Last Name, Ext. No., and ICD Group. The first row shows 'Supervisor 001', 'Boss', '101', and 'Edit'. A red box highlights the 'Edit' icon in the bottom left corner of the table, labeled 'Step1. Click Edit Icon'. A modal window titled 'Set ACD Supervisor' is open, showing two lists: 'Normal User' and 'ACD Supervisor'. The 'Normal User' list includes 'Fukuda Fukuda', 'Hiroyuki', '102 Supervisor 002', and '101 Supervisor 001 Boss'. A red box highlights '101 Supervisor 001 Boss', labeled 'Step 2 Select 'Supervisor 001''. A red box highlights the '==>' button between the two lists, labeled 'Step3. Click "=="'. The 'ACD Supervisor' list on the right shows '1:101 Supervisor 001 Boss'. A red box highlights the 'OK' button at the bottom right of the modal, labeled 'Step 4. Click OK'.

No.	First Name	Last Name	Ext. No.	ICD Group
1	Supervisor 001	Boss	101	Edit
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

Set ACD Supervisor

Normal User

- Fukuda Fukuda
- Hiroyuki
- 102 Supervisor 002
- 101 Supervisor 001 Boss

ACD Supervisor

- 1:101 Supervisor 001 Boss

Step 2 Select 'Supervisor 001'

Step3. Click "=="

Step 4. Click OK

Step1. Click Edit Icon

Note:
Max 16 supervisors
can assign

Panasonic 3. How to program

» 3.8 ACD Supervisor Setting -2

3. Set up ICD-Group for each supervisor

After set up Supervisor position, then set up ICD-G for each supervisor

<1.Configuration> -> <3. Group> -> <5. Incoming call distribution Group> -> <4. ACD supervisor>

The screenshot displays the 'ACD Supervisor' configuration window. It features a table with columns: No., First Name, Last Name, Ext. No., and ICD Group. The first row shows 'Supervisor 001' with last name 'Boss' and extension '101'. An 'Edit' button is next to the 'ICD Group' column for this supervisor. A red box labeled 'Step1. Click "Edit"' points to this button.

Below the table, a 'Set ACD Supervisor ICD Group' dialog box is open. It shows 'Supervisor:101 Supervisor 001 Boss' and 'Available ICD Group'. A list of ICD groups (e.g., 3:603:ICD Group 003, 4:604:ICD Group 004, etc.) is shown. A red box labeled 'Step2. Select ICD group to be monitored.' points to this list.

Below the 'Available ICD Group' list, there are two buttons: '==>' and '<=='. A red box labeled 'Step3. Click "==">' points to the '==>' button.

On the right side of the dialog, a 'Selected ICD Group' list shows '1:601:ICD Group 001' and '2:602:ICD Group 002'. At the bottom of the dialog, there are 'OK' and 'Cancel' buttons. A red box labeled 'Step4. Click OK' points to the 'OK' button.

Note:
Max 16 ICD-G can be assigned
for each supervisors can assign

Note:
ACD Supervisor can be Automatic 2Way Recording Supervisor

Panasonic 3. How to program

» 3.9 ICD Group Call Monitor Setting

NS1000 will update ICD-G status monitor screen every specified time as follow

<1.Configuration> -> <3. Group> -> <5. Incoming call distribution Group> -> < 3. Miscellaneous >

The screenshot shows the 'Miscellaneous' configuration page for the 'Incoming Call Distribution Group'. The left sidebar lists the navigation path: Users, PBX Configuration, 1. Configuration, 2. System, 3. Group, 1. Trunk Group, 2. User Group, 3. Call Pickup Group, 4. Paging Group, and 5. Incoming Call Distribution Group. The main content area has a 'Miscellaneous' tab. Under this tab, there are two radio buttons: 'Enable (Logging)' and 'Disable'. The 'Disable' button is selected. Below this, there is a section titled 'ICD Group Call Monitor View'. Inside this section, there is a label 'Screen Update Time (s)' followed by a text input field containing the value '5'. A red box highlights this input field, and a red arrow points from a text box to it. Below the 'ICD Group Call Monitor View' section, there is a section titled 'Announcement of Estimated Waiting Time' with a sub-label 'Calculated based on (the following time x number of calls in queue)'.

Set up Screen Update timer

System will up date ICD-G status every each time as specified

Note:

- 1) Data range is from 5 to 60 seconds
- 2) This setting is System Base

Panasonic 3. How to program

» 3.10 ACD Supervisor operation - Monitoring 1

To Activate Group monitor, Login User by supervisor account , then set up

- 1) Select ICD-G (Max 16 ICD-G) for monitoring
- 2) Select Screen Layout either One Group or 4 Group one screen
- 3) Select Screen mode either Simple Mode or Standard

Then Click Start, Then start monitor Agent Status

Step4. Click `Start Monitor`

Step2. Select Screen Layout

Step1. Select ICD-G need to be monitored

Step3. Select View Mode

<Users Screen>



Standard Mode



Simple Mode

Panasonic 3. How to program

» 3.10 ACD Supervisor operation - Monitoring 2

User can customize Highlighted Monitor mode as follow

The screenshot shows a configuration window titled "Highlighted Display Settings". It contains four numbered settings:

- 1. Number of Current Waiting Calls (1-30): A dropdown menu set to "5".
- 2. Waiting Time (0-10 min/10 sec): A dropdown menu set to "5'00".
- 3. Colour Mode: Three radio buttons labeled "Mode1" (selected, red background), "Mode2" (orange background), and "Mode3" (yellow background).
- 4. Blinking: Two radio buttons labeled "Enable" (selected) and "Disable".

1. Number of Current Waiting Calls

Set up Number of calls to start warning display if the waiting call exceed the defined number of calls

2. Waiting Times

Set up timer of waiting, when calls wait more than defined time, monitor start warning

3. Color Mode

Set up warning display color

4. Blinking

Set up either blinking or not on warning status

Panasonic 3. How to program

» 3.10 ACD Supervisor operation - Monitoring 3

5.You can set “Full Screen Display” mode.

Options

Member Status View Mode : ☒ Standard ☐ Simple

Highlighted Display Settings

Number of Current Waiting Calls (1-30) : 5

Waiting Time (0-10 min/10 sec) : 5'00

Colour Mode : ☒ Mode1 ☐ Mode2 ☐ Mode3

Blinking : ☒ Enable ☐ Disable

Full Screen Display (pixels) : ☐ Disable ☐ Automatic

☒ 1024 x 768 ☒ 1280 x 1024 ☐ 1920 x 1080

Panasonic 3. How to program



3.11 Report Function - Activate Call data Logging -

Supervisor can create Group Report by logging users . NS1000 provide various report. User can select Report type by selecting each parameter

<PBX Configuration> -> <3. Group> -> <5. Incoming Call Distribution Group > -> < 3.Miscellaneous >

The screenshot shows the Panasonic PBX configuration interface. On the left is a tree view with categories: Users, PBX Configuration, and 3. Miscellaneous. Under PBX Configuration, there are folders for 1. Configuration, 2. System, and 3. Group. Under 3. Group, there are folders for 1. Trunk Group, 2. User Group, 3. Call Pickup Group, 4. Paging Group, and 5. Incoming Call Distribution Group. Under 5. Incoming Call Distribution Group, there are folders for 1. Group Settings, 2. Queuing Time Table, and 3. Miscellaneous. The '3. Miscellaneous' folder is selected, and its settings are displayed on the right. The 'Miscellaneous' section has a title bar and a content area. The content area has three sections: 'Call Log for Built-in ACD Report (Activation Key Required)' with 'Enable (Logging)' and 'Disable' radio buttons; 'ICD Group Call Monitor View' with a 'Screen Update Time (s)' field; and 'Announcement of Estimated Waiting Time' with a 'Calculated based on (the following time x number)' section containing 'Average waiting time' and 'Predefined time' radio buttons. A red box highlights the 'Call Log for Built-in ACD Report' section, and a red arrow points from it to the text on the right.

It is necessary to set “Enable” to store call data for creating report.

Panasonic 3. How to program

» 3.11 Report Function - Group -1

Supervisor can create Group Report by logging users . NS1000 provide various report. User can select Report type by selecting each parameter

<Users> -> <4. ICD-Group Management> -> <2. ACD Report> -> < Group TAB >

Users

1.User Profiles

2.Add User

3Automatic Two-way Recording

4.ICDG Management

1.Group Monitor

2 ACD Report

ACD Report

Supervisor selection : (0) ACD Supervisor

Report Profiles

Op

Group Agent Call

View Report

Filter Settings

View Mode : Group

Range : 01:23 - 23:45

Select Group : Select

Select Period : Custom Period

Start Date : 2013/05/27 Start Time : 11:23

End Date : 2013/05/28 End Time : 23:11

1. View Mode

Select View Mode such as Group/Hour/Day/Date/Month /Trunk and Caller ID/CLIP

- Group
- Hour
- Day
- Date
- Month
- Trunk
- Caller ID/CLIP

2. Range

Set up time (00:00 to 23:59)
When View Mode is selected as Hour

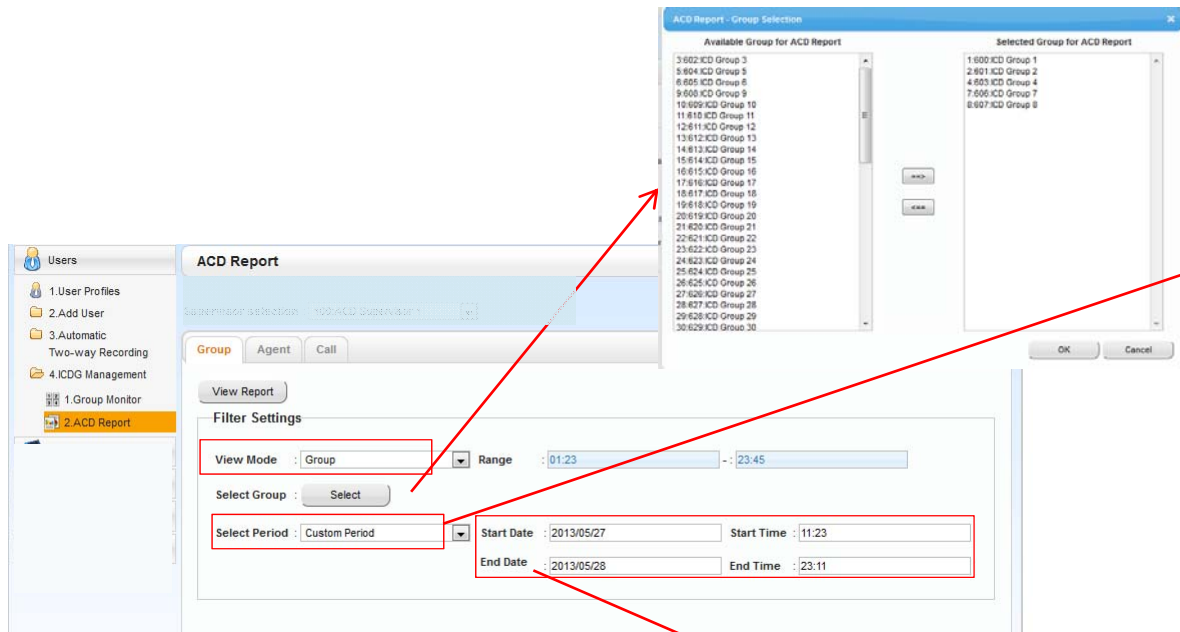
Panasonic 3. How to program

» 3.11 Report Function - Group -2

3 . Select Group

Select ICD-G which need to create report.

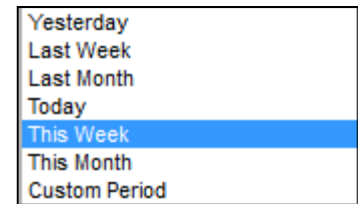
Supervisor can only select own monitoring group



4 . Select Period

Selecting period as follow

Yesterday/Last Week/Last Month/This week/This Month and Custom Period



5 Start and End/Time and date .

Specify Time and Date when Select Period is `Custom Period`

Panasonic 3. How to program



3.11 Report Function - Save and Load Parameter

After set up each parameter for Group Report, Supervisor can save the Report create pattern information as Profile Data. 10 Profiles can create and save

By using this function, Supervisor can create Group report easily

Note: This function will available for Agent/Call Report also

The screenshot displays the 'ACD Report' software interface. On the left is a sidebar menu with options like 'Users', '1. User Profiles', '2. Add User', '3. Automatic Two-way Recording', '4. ICDG Management', '1. Group Monitor', and '2. ACD Report'. The main window has tabs for 'Group', 'Agent', and 'Call'. The 'Group' tab is active, showing 'Filter Settings' with fields for 'View Mode' (set to 'Group'), 'Range' (01:23 to 23:45), 'Select Group' (with a 'Select' button), 'Select Period' (set to 'Custom Period'), 'Start Date' (2013/05/27), 'Start Time' (11:23), 'End Date' (2013/05/28), and 'End Time' (23:11). A 'View Report' button is also present. A red box highlights the 'Report Profiles' button in the top right corner of the main window. An arrow points from this button to a 'Report Profile List' dialog box. This dialog box contains a table with 10 rows, each with a 'No.', 'Profile Name', and 'Time Stamp'. The 'Time Stamp' for all entries is '2013.02.01 12:53'. The 'Profile Name' for row 4 is highlighted with an orange border. At the bottom of the dialog box are 'Load', 'Cancel', and 'Save' buttons.

No.	Profile Name	Time Stamp
1	Pattern1 By Date	2013.02.01 12:53
2	Pattern2 By week	2013.02.01 12:53
3	Pattern3 By Month	2013.02.01 12:53
4		2013.02.01 12:53
5		2013.02.01 12:53
6		2013.02.01 12:53
7		2013.02.01 12:53
8		2013.02.01 12:53
9		2013.02.01 12:53
10		2013.02.01 12:53

Each Supervisor can create own Report pattern and can load the specific report pattern anytime

Panasonic 3. How to program



3.11 Report Function - Option of CSV File

NS1000 can export report data by CSV file format. Supervisor can define File format between data and data using Comma or Semicolon

Note: This function is available for ACD and Call Report also

The screenshot shows the 'ACD Report' window with the 'Option' button highlighted. A red arrow points from the 'Option' button to the 'ACDRpt_Opt' dialog box. The dialog box is titled 'ACDRpt_Opt' and contains the text 'ACD Report - Export CSV File Format'. It has two radio buttons: 'Comma(,)' and 'Semicolon(;)', with 'Semicolon(;)' selected. There are 'OK', 'Cancel', and 'Apply' buttons at the bottom.

Below the dialog box is a table showing a sample of CSV data. The table has columns A through L, representing various report metrics for different groups.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Group	IncomingCallsTotal	IncomingCallsAn	IncomingC	IncomingCallsOver	TalkTimeTotal	TalkTimeA	TalkTimeM	WaitTimeA	WaitTimeAi	WaitTimeAi	WaitTime
2	1 601 Engineer	2	2	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
3	2 602 Sales	2	2	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
4	3 603 Executive	3	3	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
5	4 604 Factory	3	3	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
6	5 605 Office	2	2	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
7	6 606 JCD Group 006	3	3	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
8	7 607 JCD Group 007	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
9	8 608 JCD Group 008	2	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
10	9 609 JCD Group 009	3	2	0	1	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
11	10 610 JCD Group 010	3	1	1	1	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
12	11 611 JCD Group 011	7	2	3	2	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
13	12 612 JCD Group 012	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
14	13 613 JCD Group 013	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
15	14 614 JCD Group 014	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
16	15 615 JCD Group 015	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
17	16 616 JCD Group 016	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
18	17 617 JCD Group 017	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
19	18 618 JCD Group 018	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
20	19 619 JCD Group 019	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
21	20 620 JCD Group 020					0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
22	21 621 JCD Group 021					0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
23	22 622 JCD Group 022					0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
24	23 623 JCD Group 023					0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00
25	24 624 JCD Group 024	1	1	0	0	0:33:20	0:33:20	0:33:20	0:16:40	0:16:40	0:16:40	0:00:00

CSV File sample

Panasonic 3. How to program

» 3.12 Report Function - Agent -1

Supervisor can create ACD Report by logging users . NS1000 provide various report also . User can select Report type by selecting each parameter

<Users> -> <4. ICD-Group Management> -> <2. ACD Report> -> < Agent TAB >

1. View Mode

Select View Mode such as Agent/Hour/Day/Date

Agent
Hour
Day
Date

2. Range

Set up time (00:00 to 23:59)
When View Mode is selected as Hour

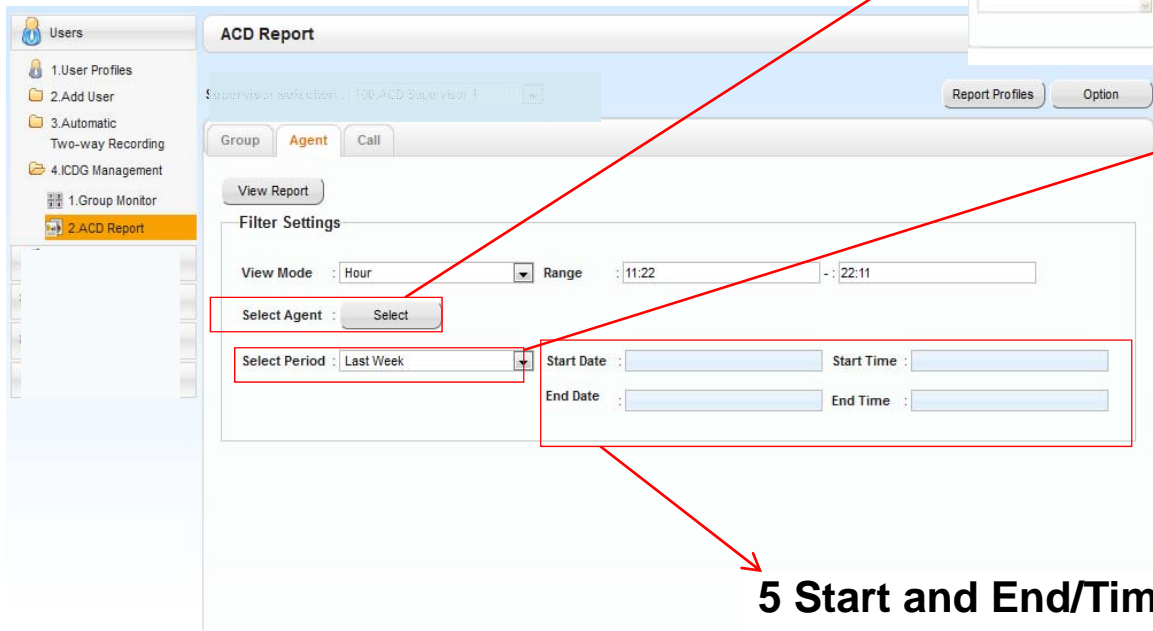
Panasonic 3. How to program



3.12 Report Function -Agent -2

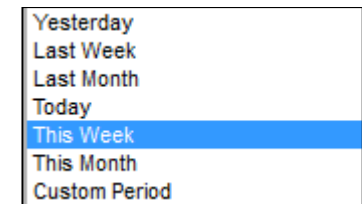
3 . Select Agent

Select Agent which need to create report.
Supervisor can only select own monitoring group Agents



4 . Select Period

Selecting period as follow
Yesterday/Last Week/Last Month/This week/This Month and Custom Period



5 Start and End/Time and date

Specify Time and Date when
Select Period is `Custom
Period`

Panasonic 3. How to program

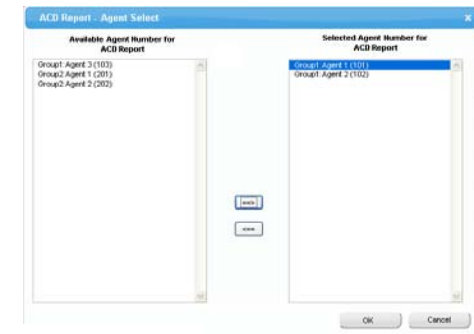
» 3.13 Report Function - Call -1

Supervisor can create Call Report by logging users

<Users> -> <4. ICD-Group Management> -> <2. ACD Report> -> < Call TAB >

1. Select Agent

Select Agent which need to create report.



2 . Select Period

Selecting period as follow

Yesterday/Last Week/Last Month/This week/This Month and Custom Period

Yesterday
Last Week
Last Month
Today
This Week
This Month
Custom Period

Panasonic 3. How to program



3.13 Report Function - Call -2

3 Start and End/Time and date .

**Specify Time and Date when
Select Period is `Custom
Period`**

4 Call Filter Mode-Caller ID/CLIP Filter

**Specify Caller ID number. 10digits
and 10 CID number can specify**

**When set up this parameter, only
Specified CID data will be reported**

Panasonic 3. How to program



3.13 Report Function - Call -3

4 Call Filter Mode-Talk/Wait Duration Filter
Specify Call duration time as Min/Max.

If set up this filter, only specified call will be reported

5 Call Filter Mode-Lost Call Filter
Specify Lost Call

If set up this filter, only lost call will be reported

Panasonic 3. How to program



3.14 NAS Setting

Set up connection protocol and log in information to NAS device

<Network Service> -> <4. Other> -> <2. NAS>

1. Protocol selection
Specify NAS protocol
NFS/CIFS

2 NAS Device Information
Set up either IP address or Name of NAS
Device information
And define directory of storage area

3 CIFS Information
Set up User and Password information

The screenshot displays the 'NAS' configuration window. On the left, a sidebar lists various configuration options, with 'Network Service' and '2. NAS' highlighted. The main area is divided into sections: 'NAS Status' (showing 'Disconnected' and a 'Connect' button), 'NAS Setting', and 'CIFS Setting'. The 'NAS Setting' section contains a 'Protocol' dropdown menu currently set to 'NFS', and fields for 'NAS Address' (with radio buttons for 'IP Address' and 'Name'), 'Port No.' (set to '2049'), and 'Mount directory'. The 'CIFS Setting' section has fields for 'User Name' and 'Password'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons. Red arrows from the numbered instructions point to the 'Protocol' dropdown, the 'NAS Address' fields, and the 'CIFS Setting' fields respectively.

Panasonic 3. How to program



3-15. Call Pickup Group Monitor

Users

PBX Configuration

- 1. Configuration
- 2. System
 - 1. Date & Time
 - 2. Operator & BGM
 - 3. Timers & Counters
 - 4. Week Table
 - 5. Holiday Table
 - 6. Numbering Plan
 - 7. Class of Service
 - 1. COS Settings
 - 2. External Call Block
 - 3. Internal Call Block
 - 8. Ring Tone Patterns
 - 9. System Options
 - 10. Extension CID Settings
 - 11. Audio Gain
 - 12. Tone
- 3. Group
- 4. Extension
- 5. Optional Device
- 6. Feature

Timers & Counters

Dial / IRNA / Recall / Tone | DISA / Door / Reminder / U. Conf | **Miscellaneous**

Air Synchronization

Watching Degeneracy (x60s) : 300

Voice Mail (Caller from VM to CO)

On-hook Wait Time (s) : 10

During Conversation

DTMF Signal Length (ms) : 160

DTMF Inter-digit Pause (ms) : 112

Pause Signal Time (s) : 1.5

System Wireless

Call Pickup Group Monitor

LCD Display Duration (s) : 5

Call Pickup Group Monitor LCD Display Duration (s) : 5

Call Pickup Group Monitor Information display duration can be set.

Panasonic 3. How to program



3-15. Call Pickup Group Monitor

Call Pickup Group

All Setting

Pickup Group 1 - 4 Pickup Group 5 - 8

User Group

1 2 3 4 5 6

Ext

Users

PBX Configuration

1.Configuration

2.System

3.Group

1.Trunk Group

2.User Group

3.Call Pickup Group

4.Paging Group

5.Incoming Call

Call Pickup Group Member

: ON

: OFF

Main User Group 1 - 16 User Group 17 - 32 User Group 33 - 48

Call Pickup Group	Call Pickup Group Name	Call Pickup Group Monitor Feature
		ALL
1		Disable
2		Disable

Call Pickup Group Monitor feature need to be defined by each Group.

Panasonic 3. How to program



3-15. Call Pickup Group Monitor

Extension Settings

Copy to CLIP Generate

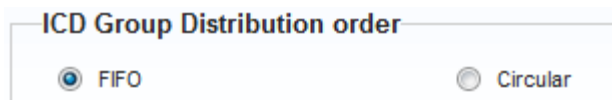
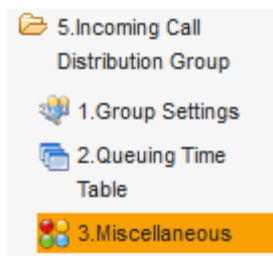
« Main Intercept Destination Intercept No Answer Time CLIP UM Option 1 Option 2

No.	Extension Number	Extension Name (20 characters)	Call Pickup Deny	Call Pickup Group Monitoring
			ALL	ALL
1	101		Disable	Disable
2	102		Disable	Disable
3	103		Disable	Disable
4	104		Disable	Disable
5	105		Disable	Disable
6	106		Disable	Disable
7	107		Disable	Disable
8	108		Disable	Disable

Call Pickup Group Monitor notification mode can be defined at each EXT.

Panasonic 3. How to program

» 3-16. Call distribution order



Call distribution order can be set

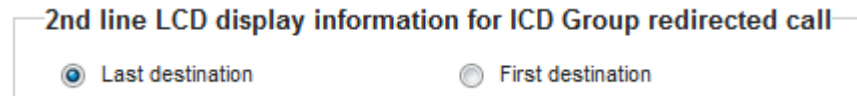
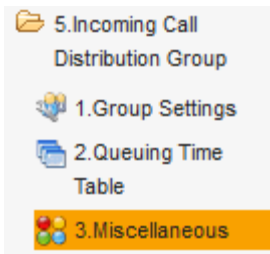
FIFO : The incoming call can reach to destination by First Come First Serve rule even with multiple ICD Groups.

Circular : The incoming call can reach to destination by circular order based on ICD-Group number.

Panasonic 3. How to program



3-17. Call distribution information



Call distribution information

Last Destination : Last selected ICD group number or name is displayed.

First Destination : First selected ICD group number or name is displayed.

Panasonic 3. How to program

» 3-18.Scheduled Export Report

Users

- 1.User Profiles
- 2.Add User
- 3.Automatic Two-way Recording
- 4.ICDG Management
 - 1.Group Monitor
 - 2.ACD Report
 - 3.ACD Scheduled Export
 - 4.ACD Export History

ACD Report - ACD Scheduled Export

Description :

Select a Report Profile for Filter :

Export File Name : Report_101_1

Export Schedule

Daily

at 2 HH 17 MM

Export CSV File format

☐ Comma(,)

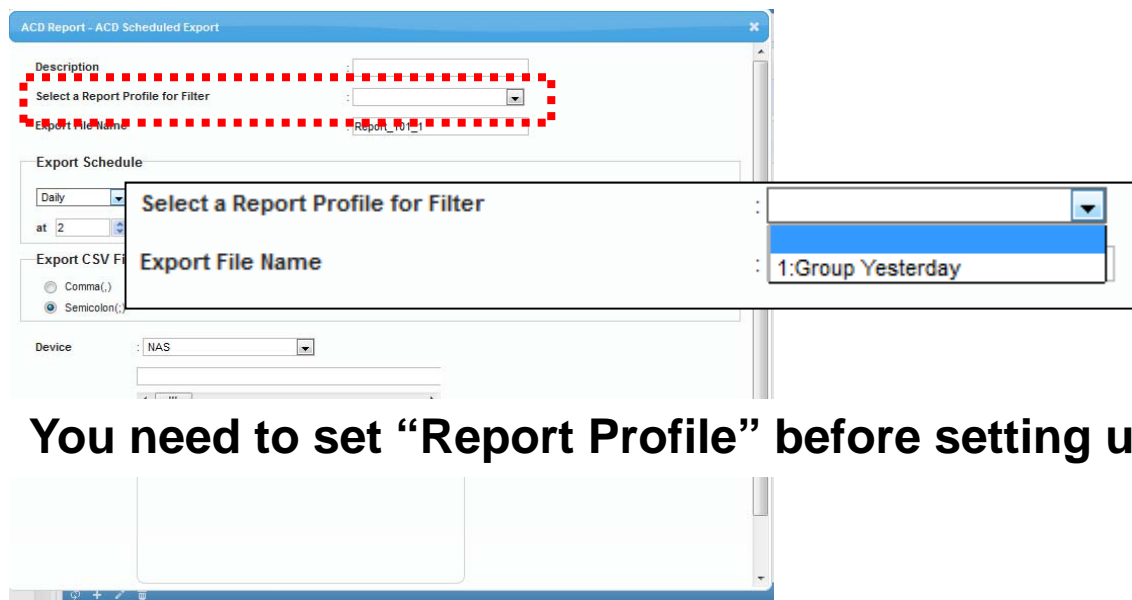
☒ Semicolon(,;)

Device : NAS

**You can set ACD report back up schedule at
“Users”-“4.ICDG Management”-“3.ACD Scheduled Export”.**

Panasonic 3. How to program

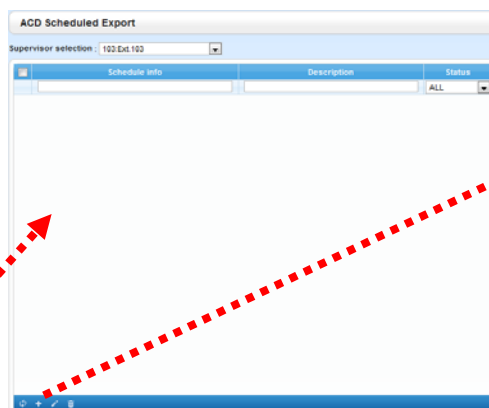
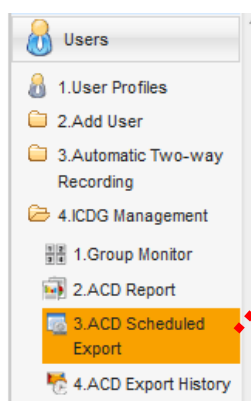
» 3-18.Scheduled Export Report



You need to set “Report Profile” before setting up “Scheduled Export”.

Panasonic 3. How to program

» 3-18.Scheduled Export Report



Push “+”/Add button to create export schedule.

Specify name of “export schedule”.

Description : Group_Yesterday

Select “Report Profile”.

Select a Report Profile for Filter :
Export File Name : 1:Group Yesterday

Specify “File Name”.

Export File Name : Report_103_1

Panasonic 3. How to program



3-18.Scheduled Export Report

ACD Report - ACD Scheduled Export

Description: [Text Box]

Select a Report Profile for Filter: [Text Box]

Export File Name: [Text Box]

Export Schedule: [Dropdown Menu]

at 2 HH 17 MM

Export CSV File format:

☐ Comma(,)

☒ Semicolon(,)

Device: [Text Box]

[List Box]

Export Schedule

Daily

at 1 HH 53 MM

Weekly

Saturday at 1 HH 53 MM

Monthly

Day Of month: 05 Day at 1 HH 53 MM

Specific Date

Specific Date: 05 Day 09 Month 2014 Year at 1 HH 53 MM

Specify timing of exporting report.
Daily/Day of Week/Day of Month/Dedicated Date

Panasonic 3. How to program

» 3-18.Scheduled Export Report

ACD Report - ACD Scheduled Export

Description :

Select a Report Profile for Filter :

Export File Name : Report_101_1

Export Schedule

Daily

at 2 HH 17 MM

Export CSV File format

☐ Comma(,)

☒ Semicolon(,)

Device : NAS

Device : USB

ICD_G_601/

ICD_G_602/

ICD_G_603/

Device : USB

ICD_G_601/

[Back]

Specify storage : NAS/USB
Specify Folder to store report.

Panasonic 3. How to program



3-18.Scheduled Export Report

ACD Scheduled Export

Supervisor selection : 103:Ext.103

<input type="checkbox"/>	Schedule info	Description	Status
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	ALL
<input checked="" type="checkbox"/>	Schedule Export at 05/09/2014 01:53	Group_Yesterday	Enable

You could see list of export schedule after creating schedule.
It is necessary to “Enable” to activate it.

Panasonic 3. How to program

» 3-19. Automatic 2Way Rec E-mail Notification

Extension Setting

Select a Supervisor

101:Ext.101

UM Group Destination Mailbox

Assign a Destination Mailbox

☒ Add New Mailbox :

☐ Select Mailbox : 300

Assign a Destination UM-Group No.

UM Group No.1

« Mailbox Parameters Notification Parameters External MSG Delivery / Auto FWD / Personal Custom Serv »						
	Mailbox Number	First Name	Last Name	Message Waiting Lamp	Telephone Device	E-mail/Text Message Device
	<input type="text"/>	<input type="text"/>	<input type="text"/>	ALL	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	101	Ext.101		Enable	Edit	Edit
<input type="checkbox"/>	102	Ext.102		Enable	Edit	Edit
<input checked="" type="checkbox"/>	300			Enable	Edit	Edit
<input type="checkbox"/>	998	Message Manager		Enable	Edit	Edit

Mailbox for Automatic 2 Way Recording can have E-mail notification setting as same like normal mailbox.

Panasonic 3. How to program



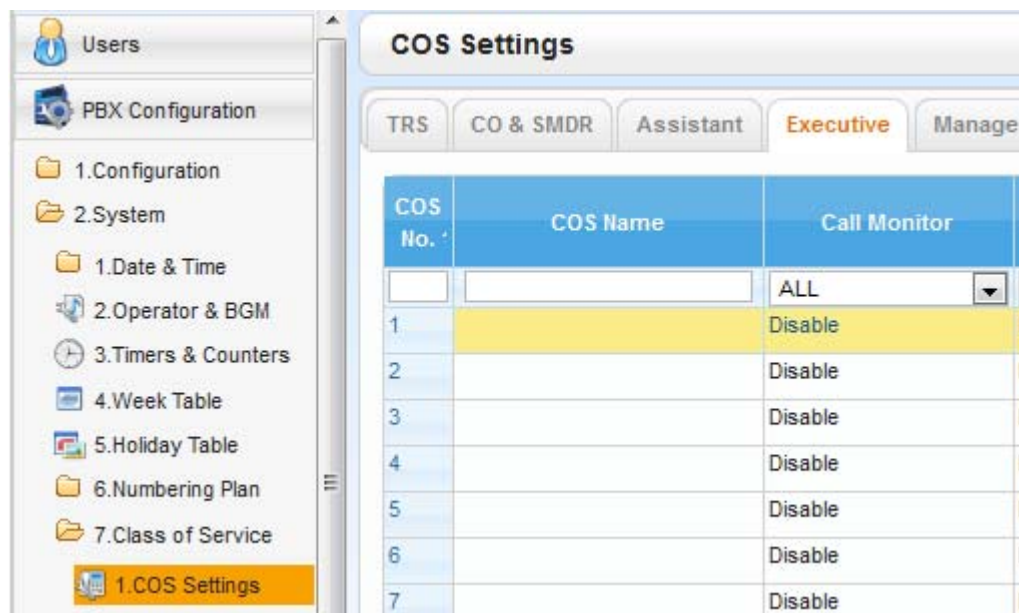
3-20. Password for Automatic 2Way Rec mailbox

Mailbox Parameters					
Notification Parameters					
External MSG Delivery / Auto FWD / Personal Custom Serv					
<input type="checkbox"/>	Mailbox Number	Extension	First Name	Last Name	Mailbox Password
<input type="checkbox"/>					
<input type="checkbox"/>	101	101	Ext.101		Edit
<input type="checkbox"/>	102	102	Ext.102		Edit
<input checked="" type="checkbox"/>	300				Edit
<input type="checkbox"/>	998	0	Message Manager		Edit

Mailbox for Automatic 2 Way Recording can have Mailbox Password setting as same like normal mailbox.

Panasonic 3. How to program

» 3-21. Conference Call Monitor



The screenshot shows the Panasonic PBX Configuration software interface. On the left is a navigation tree with 'Users' and 'PBX Configuration' sections. Under 'PBX Configuration', there are folders for '1.Configuration' and '2.System', and a list of settings including '1.Date & Time', '2.Operator & BGM', '3.Timers & Counters', '4.Week Table', '5.Holiday Table', '6.Numbering Plan', '7.Class of Service', and '1.COS Settings' (which is highlighted). The main window is titled 'COS Settings' and has tabs for 'TRS', 'CO & SMDR', 'Assistant', 'Executive' (selected), and 'Manager'. Below the tabs is a table with three columns: 'COS No.', 'COS Name', and 'Call Monitor'. The table contains 7 rows, with the first row highlighted in yellow. The 'Call Monitor' column has a dropdown menu set to 'ALL' for the first row and 'Disable' for the others.

COS No.	COS Name	Call Monitor
		ALL
1		Disable
2		Disable
3		Disable
4		Disable
5		Disable
6		Disable
7		Disable

There is no new setting for Conference Call Monitor.

Panasonic 3. How to program

» 3-22. Operation at free layout office

The screenshot shows a web interface titled "System Options". At the top, there is a row of tabs labeled "Option 1" through "Option 9". "Option 9" is selected and highlighted in orange. Below the tabs, the "Extension / Mailbox Setting" section is expanded. It contains three sub-sections, each with radio button options:

- Mailbox Number Synchronisation with Extension Number**
Note: Only when Mailbox Number is same as Extension Number.
☒ Enable ☐ Disable
- Mailbox COS Synchronisation with Extension COS**
☐ Enable ☒ Disable
- Walking Extension Option**
Home Position Control
☐ Enable ☒ Disable

It can be selected "Walking Extension" mode.
"Home Position Control"
Enable : EXT always going back original EXT.
Disable : EXT keep swapping.

Panasonic 3. How to program



3-23. Ring

PBX Configuration

- 1. Configuration
- 2. System
 - 1. Date & Time
 - 2. Operator & BGM
 - 3. Timers & Counters
 - 4. Week Table
 - 5. Holiday Table
 - 6. Numbering Plan
 - 7. Class of Service
 - 8. Ring Tone Patterns
 - 9. System Options
 - 10. Extension CID Settings
 - 11. Audio Gain
 - 12. Tone
- 3. Group
- 4. Extension
- 5. Optional Device
- 6. Feature
- 7. TRS
- 8. ARS
- 9. Private Network
- 10. CO & Incoming Call

Option 1 Option 2 Option 3 Option 4 Option 5 Option 6 (CTI) Option 7 Option 8 Option 9 Reserved (by

No.	0	1	2	3	4	5	6	7
00								
01								
02								
03								
04								
05								
06								
07								
08								
09								
0A								
0B								
0C								
0D								
0E								
0F								
10								
11								
12								
13								

Option bit 13-03

Default: Mode1

0: Mode1 present call immediately ring.

1: Mode2 present call not ring.

Chapter 4

Report Sample

Panasonic 4. Report Sample

4.1 Group Report

Following shows sample of Group Report

By clicking Graph Icon, user can create graphical report. This graph can be printed

ACD Report - Group Report

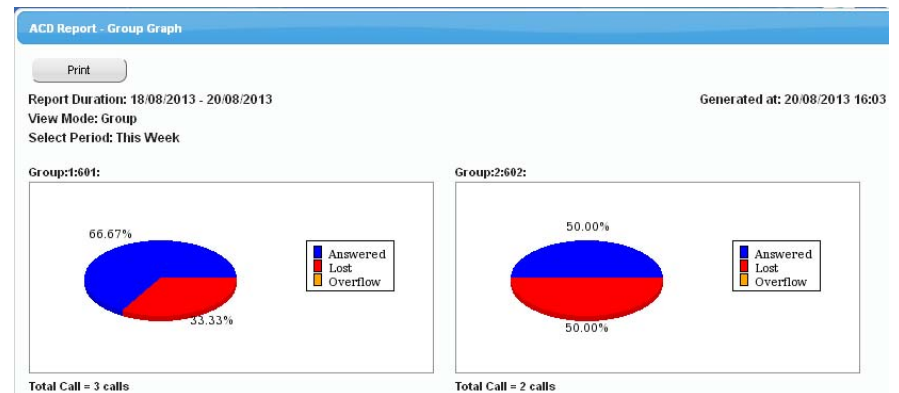
Report Duration: 27/05/2013 11:23 - 28/05/2013 23:11 Generated at: 03/07/2013 16:36

View Mode: Group

Select Period: Custom Period

Group	Incoming Calls				Talk Time		
	Total	Answered	Lost	Overflow	Total	Average	Max.
1:601:Engineer	2	2	0	0	0:33:20	0:33:20	0:33:20
2:602:Sales	2	2	0	0	0:33:20	0:33:20	0:33:20
3:603:Executive	3	3	0	0	0:33:20	0:33:20	0:33:20
4:604:Factory	3	3	0	0	0:33:20	0:33:20	0:33:20
5:605:Office	2	2	0	0	0:33:20	0:33:20	0:33:20
6:606:ICD Group 006	3	3	0	0	0:33:20	0:33:20	0:33:20
7:607:ICD Group 007	1	1	0	0	0:33:20	0:33:20	0:33:20
8:608:ICD Group 008	2	1	0	0	0:33:20	0:33:20	0:33:20
9:609:ICD Group 009	3	2	0	1	0:33:20	0:33:20	0:33:20
10:610:ICD Group 010	3	1	1	1	0:33:20	0:33:20	0:33:20
11:611:ICD Group 011	7	2	3	2	0:33:20	0:33:20	0:33:20
12:612:ICD Group 012	1	1	0	0	0:33:20	0:33:20	0:33:20
13:613:ICD Group 013	1	1	0	0	0:33:20	0:33:20	0:33:20
14:614:ICD Group 014	1	1	0	0	0:33:20	0:33:20	0:33:20

Close



Note

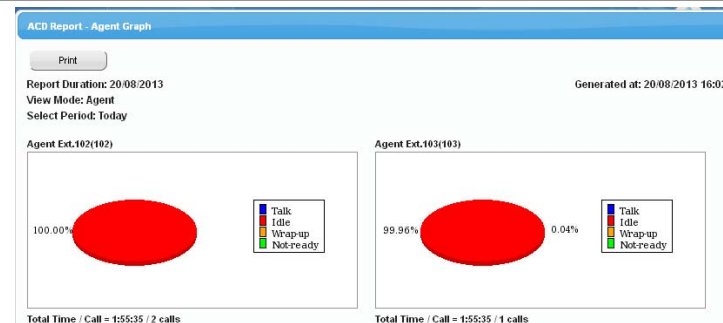
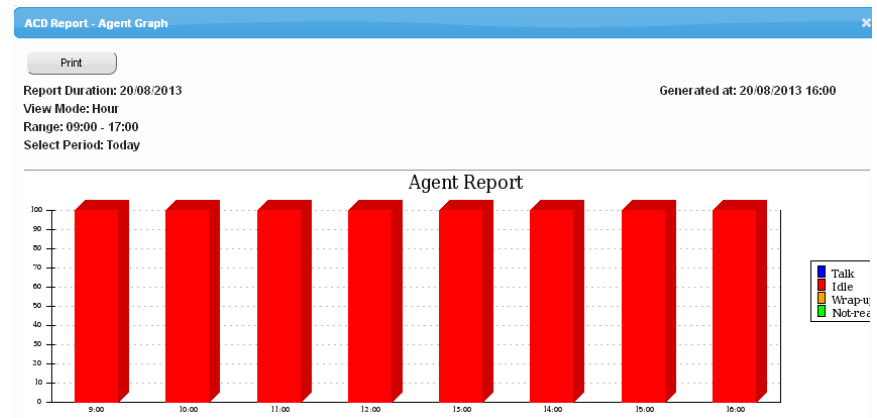
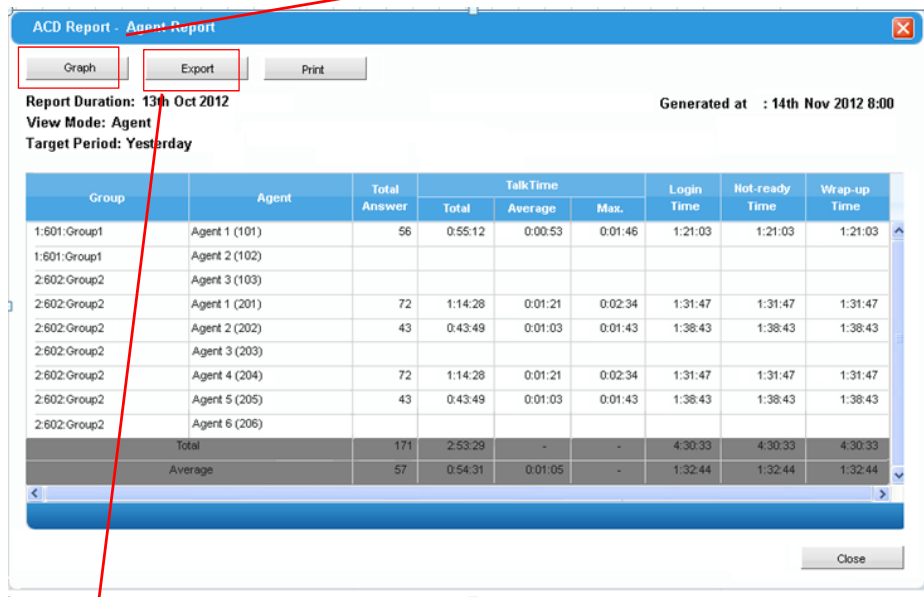
When View Mode is `Group` Pie Graph will be created.
When View Mode is `CLIP ID` can not create Graph report . Other mode, Bar Graph will be created

Panasonic 4. Report Sample

4.2 Agent Report

Following shows sample of Agent Report

By clicking Graph Icon, user can create graphical report. This graph can be printed



By clicking Export Icon, Report data is exported to CSV File

Note

When View Mode is `Agent` Pie Graph will be created. Other mode, Bar Graph will be created

Panasonic 4. Report Sample

» 4.3 Call Report

Following shows sample of Call Report

ACD Report - Group Report

Export

Print

Report Duration: 03/07/2013

Generated at: 03/07/2013 17:05

View Mode:

Select Period: Today

Start Date	Start Time	End Date	End Time	Result	ICDG	Answering Agent	Talk Time	Wait Time	Trunk	Caller ID /CLIP
19/06/2013	11:54:28	19/06/2013	12:35:40	Answered	601	101(MikeAnderson)	0:01:12	0:00:00	01	7205341232
19/06/2013	12:55:28	19/06/2013	12:57:28	Answered	601	106(PoulSmith)	0:10:10	0:01:12	01	7205591233
19/06/2013	14:56:28	19/06/2013	15:56:28	Answered	602	203(MickelBranch)	0:02:23	0:10:20	01	7205341234
19/06/2013	15:54:28	19/06/2013	15:57:40	Answered	601	101(MikeAnderson)	0:01:12	0:00:00	01	7203391232
19/06/2013	16:55:28	19/06/2013	16:55:28	Abandoned	603	303(Fujiki)	0:00:00	0:02:12	01	7203591233
19/06/2013	17:56:28	19/06/2013	17:58:28	Overflowed	601	101(MikeAnderson)	0:00:00	0:10:20	01	7205591234
20/06/2013	09:54:28	20/06/2013	11:55:40	Overflowed	601	101(MikeAnderson)	0:00:00	0:03:00	01	7205591234
20/06/2013	10:55:28	20/06/2013	12:55:28	Answered	602	203(MickelBranch)	0:03:33	0:00:34	01	7205591233
20/06/2013	10:56:28	20/06/2013	13:26:28	Overflowed	601	101(MikeAnderson)	0:00:00	0:10:20	01	7205591234
20/06/2013	11:54:28	20/06/2013	11:59:40	Answered	601	101(MikeAnderson)	0:01:12	0:00:22	02	7203591232
20/06/2013	12:55:28	20/06/2013	12:59:28	Answered	602	203(MickelBranch)	0:02:56	0:00:32	03	7205591233
20/06/2013	13:56:28	20/06/2013	13:57:28	Abandoned	603	303(Fujiki)	0:00:00	0:10:30	01	7203591233
21/06/2013	11:54:28	21/06/2013	11:57:40	Answered	601	101(MikeAnderson)	0:01:12	0:00:01	01	7205291232

By clicking Export Icon,
Report data is exported to
CSV File

Note: No Graphical data is supported for Call Report

Chapter 5 Others

END