Panasonic
ideas for life

Network Communication Platform

KX-NCP500/1000
Pure IP PBX

Connecting People, Connecting Business. NCP Solutions

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Panasonic's Network Communication Platforms (KX-NCP) are advanced communication solutions designed to enable businesses achieve unified communications by enhancing and streamlining office communications with presence-enriched productivity applications.

Facilitating more effective ways of communications with both your employees and customers – the KX-NCP allow easy access to a whole host of business communication applications via a range of smart and intuitive wired and wireless devices.

These include intelligent IP telephones, advanced digital phones, softphones for PDA, DECT wireless portable stations, as well as standard analogue extensions. Further, integration with mobile phones allow mobile users and remote workers to stay connected even while on the move.

Convergence ready – The KX-NCP provides innovative IP telephony features and functionalities over both local office and broadband networks, and can connect with an ever-growing list of SIP telephony providers helping businesses to reduce communication costs.

Feature-Rich Platform to Enhance Your Business

Enhance your business with solutions designed to meet your ever changing needs - with wireless mobility, advanced productivity applications, network based solutions and a common infrastructure that supports companies with distributed and geographically diverse office locations and help connect all your users with customers - wherever they may be.

Simple to deploy, administer and maintain – The Panasonic KX-NCP Unified Communications Solution is a highly reliable, extendable and feature-rich business platform that sits comfortably within your converged voice and data network, providing you with improved business productivity.

KX-NCP - Key Benefits

Highly modular and designed to improve your business communication workflow – The new KX-NCP is an ideal communication system that solves many of your business communication needs today. With intelligent call routing and call centre functionality, together with integral desktop productivity applications, the KX-NCP enables businesses to effectively reach, serve and retain your customers. These new platforms are packed with features and applications that can enhance your business productivity. Some of the key benefits include:

- Converged Network Platform to enable businesses to implement Unified Communications
- Integrated SIP telephony via SIP Trunking Providers
- Built-in support for Advanced IP extensions
- IP Phones and Softphones for Remote Workers and Remote Offices
- Desktop, Network, & Business Application Integration
- Built-in Voice Messaging and DISA functionality
- Messaging solution using optional KX-TVM50 and TVM200 voice processing systems
- Mobility application supporting mobile phones as office extensions
- Reduced Total Cost of Ownership
- Centralised Management & Upgrades

Your Investment - Protected

The KX-NCP systems are designed to be modular, extendable and flexible in both technology and the business application solutions it provides. Convergence ready, the system can even leverage existing investments in digital extensions and ISDN trunks. It is designed with network based communication applications that, when enabled, provide quick return on investment and peace of mind. Future-proof design and open standards based architecture means that customers can be assured that their investments are protected now and well into the future.

An Affordable System that Adds Value to Your Business

The KX-NCP system is extremely cost effective. As an example, Mobile integration can help businesses manage their business hours and employee availability using "one number" to reach employees who remain mobile, while still be aware of mobile employee's availability and presence.

Reliability

The reliability of the KX-NCP system is assured by rigorous quality control and testing before the system leaves the factory, guaranteeing you piece of mind. The KX-NCP system is also designed for quick and easy maintenance to help keep any potential downtime to an absolute minimum.

Eco-Friendly

From manufacturing process to power consumption, the KX-NCP system is designed to be environmentally friendly, helping you reduce your energy consumption. Mobile integration, multi-site networking and collaboration tools can potentially further assist your company to reduce your overall carbon footprint by helping to reduce travel costs.
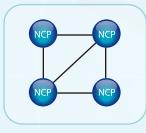
Streamline Business Communications

Panasonic KX-NCP unified communications solutions can help businesses lower costs, increase productivity and connect all office locations wherever they may be. The system is designed to effectively energize every aspect of the company communications, allowing you quick return on investment.

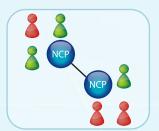## Multisite Networking for Flexible Communications

The KX-NCP leverage the latest digital networking, Voice over IP (VoIP) and SIP technologies to cost effectively handle intra-office, multi-site and long distance communications over converged voice and data networks.

With the KX-NCP system, customers can manage both stand-alone or networked systems connected via an IP network from any location.
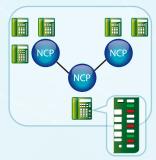
Multi-Site Solutions
Multi-site networking helps customers with multiple branch sites to benefit from the lower costs of branch-to-branch communications by either leveraging their existing corporate Wide-Area-Networks (WANs) or using Managed VPN services available from network service providers. The system supports both SIP and H.323 based inter-networking in addition to the traditional ISDN QSIG connectivity.

Network Distribution Groups Over Multi-Site Deployment
Incoming Call Distribution (ICD) groups can be set up across multiple networked KX-NCP systems. The system supports simultaneous or delayed ringing for enhanced flexibility.
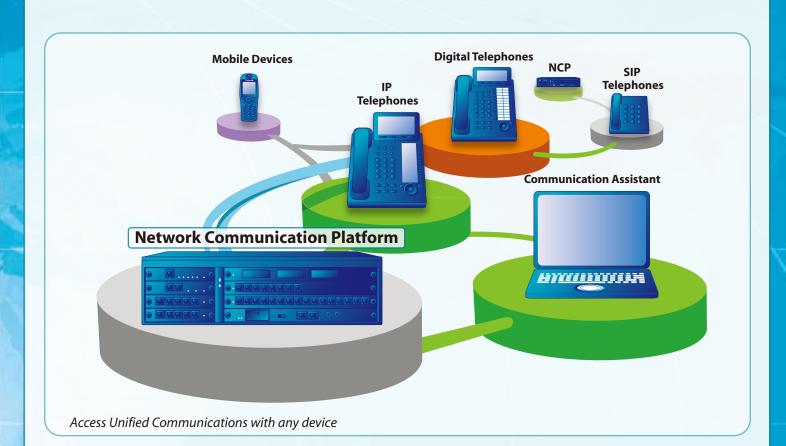
Network Busy Lamp Field Over Multi-Site Deployment
Network Busy Lamp Field (BLF) and Network Direct Station Selection (NDSS) allow unique extensions across networked KX-NCP systems to be monitored by a central Network Operator using DSS keys, showing the operator the status of that particular extension for across-the-network visibility.

Remote Administration over IP Network
With the KX-NCP system, administrators can remotely manage any deployment scenario, whether a stand-alone system or a networked multi-site system connected over an IP network, using a networked PC with the necessary Unified Maintenance Console application. Virtually access and administer systems across the globe for quick adds/moves and changes.

Mobile Devices

Digital Telephones

NCP

SIP Telephones

IP Telephones

Communication Assistant

Network Communication Platform

Access Unified Communications with any device

SIP Networking

Using the built-in SIP trunking interface, businesses now have the ability to connect the NCP Communication Systems to the growing list of SIP based Internet Telephony Service Providers (ITSP) to achieve low-cost VoIP calls over managed broadband IP networks.

Endless Possibilities with a wide range of devices

With the new KX-NCP system, businesses can choose from any type of telephone terminal that fits their needs. The platform supports stylish and intuitive digital and IP telephones, SIP phones, and DECT wireless phones. And, with support for a family of legacy telephones together with fax, the KX-NCP gives companies an extensive choice of solutions to suit their unique business telephony needs.

KX-NT300 Series IP Proprietary Telephones - A Perfect Team Player

KX-NCP platforms support the KX-NT300 Series IP telephones that are stylish, intuitive, user-friendly, and easy to use by any system telephone user.

The KX-NT300 Series IP telephones take you to a new dimension in audio experience, communications productivity, broadband network connectivity and customer care. These IP telephones bring you the power of the advanced KX-NCP system, allowing quick access to the entire range of advanced features and applications.

The KX-NT300 Series come with high quality hands-free speakerphones and offer superb voice quality thanks to advanced acoustic technology.

And they include the following advanced features, designed to provide enhanced desktop usability and comfort.
- Large Alphanumeric Displays
- Electronic self-labelling keys
- Bluetooth® module providing wireless headset support
- Easy navigation key
- 2nd IP port to connect your PC
- Double tilt adjustment allowing separate and independent tilt control for phone base and LCD display

Optional Bluetooth® Module

Self Labelling Keys

Backlit LCD Display

Easy to Navigate

Mult-tilt Angle Adjustment

KX-NT300 Series

IP Proprietary Telephones

Bluetooth® Module*1

Message/Ringer Lamp

6 or 3 line -
24-Character LCD

Connection for
Additional Key Module*3

Headset
Jack

Programmable Keys*3 /

Self-Labelling Keys*2
Programmable Keys are the red/green
LED buttons. Self-Labelling Keys appears
on the LCD.

Programmable
Key Page
(total of 4 page)

Navigation Key

Picture: KX-NT366.
Other models may vary.

*1 KX-NT307. Optional. All models except KX-NT321
*2 Optional. KX-NT366
*3 Optional. KX-NT343/346, KX-DT333/343/346

Line-up

6-Line LCD & Self-Labelling	6-Line LCD	3-Line LCD	1-Line LCD
KX-NT366 • 6-Line Backlit Display • 4 x 12-Self-Labelling, Flexible CO Buttons • Digital Speakerphone • 2 Ethernet Ports (100 Base-T) • Power-over-Ethernet (PoE) • Bluetooth® Module (Option)	**KX-NT346** • 6-Line Backlit Display • 24 Flexible CO Buttons • Digital Speakerphone • 2 Ethernet Ports (100 Base-T) • Power-over-Ethernet (PoE) • Bluetooth® Module (Option) • Add-on 12-Key Module (Option: KX-NT303) or Add-on 60-Key Module (Option: KX-NT305)	**KX-NT343** • 3-Line Backlit Display • 24 Flexible CO Buttons • Digital Speakerphone • 2 Ethernet Ports (100 Base-T) • Power-over-Ethernet (PoE) • Bluetooth® Module (Option) • Add-on 12-Key Module (Option: KX-NT303) or Add-on 60-Key Module (Option: KX-NT305)	**KX-NT321** • 1-Line • 8 Flexible CO Buttons • Digital Speakerphone • 2 Ethernet Ports (100 Base-T) • Power-over-Ethernet (PoE)

Options

■ Add-on Key Module

■ Bluetooth® Module

KX-NT303
• Add-on 12-Key Module
  (For KX-NT346 and KX-NT343 only)

KX-NT305
• Add-on 60-Key Module
  (For KX-NT346 and KX-NT343 only)

KX-NT307

New Digital Proprietary Telephones

Main Features

▶ **Hands-free Communication with a Bluetooth® Headset*[1]**

▶ **High-visibility white backlight*[1]**

▶ **Double-Tilt Design*[2]**

*1 Optional: Not available on KX-DT333/321
*2 Optional: Not available on KX-DT321

Panasonic's KX-DT300 Series advanced desktop phones are designed for business users who require a range of feature-rich telephony devices to match their constantly changing business needs.

These easy to use, advanced business class telephone devices are designed for effective daily communications.

Connected to the KX-NCP, the digital terminals are extremely reliable and provide a wide range of features to support the right solution for all your business applications.

Ergonomically designed with features and functions to enhance users daily productivity, they are ideal for many applications including contact centre agents, hotel rooms and advanced desktop applications supporting a range of wired and Bluetooth® headsets.

Line-up

KX-DT346
- 6-Line Backlit LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- Bluetooth® Module (Option: KX-NT307)
- Add-On 12-Key Module (Option: KX-NT303)
- 60-DSS Console (Option: KX-DT390)
- USB Module (Option: KX-DT301)

KX-DT343
- 3-Line Backlit LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- Bluetooth® Module (Option: KX-NT307)
- Add-On 12-Key Module (Option: KX-NT303)
- 60-DSS Console (Option: KX-DT390)
- USB Module (Option: KX-DT301)

KX-DT333
- 3-Line LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- 60-DSS Console (Option: KX-DT390)

KX-DT321
- 1-Line LCD Display
- 8 CO Buttons
- Digital Speakerphone
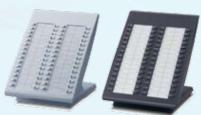- 60-DSS Console (Option: KX-DT390)

Options

■ USB Module

KX-DT301

■ Add-on Key Module

KX-NT303
- Add-on 12-Key Module
  (For KX-DT346/343 only)

■ DSS Console

KX-DT390
- 60 DSS Console
  (For KX-DT346/343/333 only)

■ Bluetooth® Module

KX-NT307

SIP Telephone Support-You Choose

With built-in support for the latest SIP technology, the KX-NCP can support SIP telephones as standard extensions. Companies can now use Panasonic's KX-HGT100 SIP telephone or their own choice of standard SIP phones to support in-house office users or remote workers connecting back to the office over high-speed broadband IP network from virtually anywhere.

KX-HGT100

Feature	KX-HGT100
LCD	2-Line, 16-Character
Protocol	SIP (RFC3261)
Ethernet Port to LAN	Yes
2nd Ethernet Port (For PC)	Yes
Power over Ethernet (PoE)	Yes
Support Codecs	G.711 a-law/μ-law, G.729A
Voice Mail Access	Yes
Voice Mail Waiting Indicator	Yes
Caller ID	Name & Number
Call Log	50
Speakerphone	Yes
Hold	Yes
Mute	Yes
Speed Dial	10 numbers
Redial	Last 10 numbers
Transfer	Yes (Attended)
Ringer Pattern	3
Ringer Volume Control	4-Step + OFF
Talk Volume Control	4-Step
Speakerphone Volume Control	8-Step
Headset Jack	Yes
Setting from WEB	Yes
Setting from LCD menu	Yes
Firmware Upgradable	Yes
Reset to Factory Default Setting	Yes
Compatible with Panasonic IP-PBX (KX-TDE/NCP Series)	

Communication Assistant Productivity Application

As personal computers have become an essential business tool, Panasonic has developed this Network Communication Platform to seamlessly integrate with advanced desktop productivity applications for improved business efficiency.

Panasonic's Communication Assistant productivity software suite is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft® Outlook®, integration with popular TAPI-enabled CRM desktop tools, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

Designed for easy installation and maintenance, Communication Assistant can be deployed without the need of any additional 3rd party server, making it an ideal solution for small to medium size businesses with limited IT knowledge and staff.

Targeting all areas for enhancements –
Communication Assistant productivity suite includes:

Mode	Targeted Solution	Benefits
Communication Assistant Basic	Point and click unified communications for desk-based or remote workers.	Helps you visually control all your communications from your PC.
Communication Assistant Pro	Point and click unified communications for desk-based or remote workers. Provides users with real-time presence information.	Helps you visually control all your communications from your PC. Stay informed of users availability in difference locations.
Communication Assistant Supervisor	Team supervisors monitor employee call activities.	Helps you to visually manage all your group members' telephony activities.
Voice Mail Assistant Module	Enables unified messaging.	Allows users to check their voicemail messages visually from PC as well as forward messages to others as .wav files.

Communication Assistant together with a KX-NCP platform enables businesses to implement Unified Communications, whereby enhancing business productivity.

IP Softphone

Remote Worker using Softphone

CA Basic

Office workers

VM Assistant

Office worker checking Voice Mail

CA Supervisor

Supervisor supporting team members

CA: Communication Assistant
VM: Voice Mail

Communication Assistant – Voice Mail Assistant (VMA)

Voice Mail Assistant allows Unified Messaging functionality, giving users the means to access and retrieve in the order they prefer any voice messages left for them.

Companies using the optional advanced KX-TVM Voice Messaging solution can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant. It can be launched directly from Communication Assistant via the Message icon. By using Voice Mail Assistant, user can:
• Visually see their voice messages as a list
• Skip messages forward or rewind by 4 seconds
• Change message playback speed
• Play and pause messages
• Delete messages
• Change voice mailbox settings
• Export a message to PC
• Send a message via E-mail
• Call back a person who has left a message

Voice Mail Assistant

Communication Assistant – IP Softphone

The Panasonic Communication Assistant IP Softphone module allows road warriors, sales and support staff, or any other power user to use their computer as an IP Phone for easy access to unified communications. The user simply needs to connect to the corporate IP network over a secure managed broadband connection to enable the IP Softphone. All employees can be centrally connected to the corporate KX-NCP, providing advanced desktop productivity based on highly cost effective VoIP communications.

IP Softphone

Integration with Microsoft® Outlook®

Communication Assistant seamlessly integrates with Microsoft® Outlook® allowing users to easily dial contact phone numbers and receive incoming call pop-up alerts.

Integrating with Business Applications

The KX-NCP supports Computer Telephony Integration (CTI) enabling telephony and computers to work in sync thus providing powerful PC-based productivity tools. The system supports IP based CTI integration via the below two mature industry standards.

1. Telephony Application Programming Interface (TAPI)
2. Computer Supported Telecommunications Applications (CSTA)

Leveraging TAPI and CSTA interfaces to augment business communication capabilities, businesses can integrate with leading third party application solutions available on the market to provide software productivity applications for businesses that cover all aspects of business requirements.

Wireless Solution for True Business Mobility

Businesses can increase employee availability and enhance customer service by providing un-hindered access to wireless telephony.

Mobile/GSM Integration for Mobility Solution

Mobile phones are a compelling way for doing business outside of the office. The KX-NCP supports the latest mobile phone integration technology - enabling calls directed to an office extension to be redirected to a mobile telephone at a lower, fixed cost. Calls can also be transferred back to an office extension or to office voice mail system.

Employees with mobile phones can also initiate calls to their customer from their mobile phones that appear to the external customers as coming from the company rather than the mobile phone, thus centralising all business communications.

Mobile telephones can even be integrated into ICD groups which allows incoming calls to ring both the desk phone and the mobile handset simultaneously, and ultimately allows users to pick-up their calls on either their desk phone, thereby providing "one number" access and increasing contactability.

Multi-Cell DECT Wireless for Office Mobility Solution – KX-TCA155/256/355

The Panasonic office mobility solution lets you carry on your conversation over lightweight, business-smart wireless DECT terminals while you are away from your desk or moving around the office. Using Wireless XDP (eXtra Device Port), users can set their DECT wireless handsets to have the same extension as their desk phone, and then receive calls even when away from their desk.

The Multi-Cell DECT System provides automatic hand-over between installed wireless cells, whereby enhancing coverage and giving you true communication mobility even within large premises.

| Easily See Incoming Calls and Messages | Easy to Dial in the Dark | Easy to Read Blue Backlit LCD | Headset Jack for Hands-Free Access | Water and Dust Resistant |

Elegant, Smart and Sturdy – Multi-Cell DECT Wireless

With Basic, Business, or Tough DECT that is able to handle harsh environments, you can be assured that no matter what your needs, with Panasonic, you have the DECT business mobility solution of your choice.

The KX-TCA256 DECT handset combines small size, light weight and durability with a host of powerful business telephony features, while the KX-TCA155 is a good choice for users who want good basic performance at a lower cost. In addition to handling tough environments, the KX-TCA355 ruggedised handset meets strict dust and splash resistant IP54 standards.

- 6-line, Blue, Backlit LCD display
- Illuminated Keypad
- Multiple Language Display
- Speakerphone
- Programmable Soft Keys
- PBX Functionality Support
- 200 Entry Phonebook
- Headset Compatible
- 9 Ringer Melodies
- 10 Programmable Hot Key Dialling
- Vibrate Alert[*1]
- Meeting Mode[*1]
- IP54 Dust and Splash Resistant[*2]

[*1] KX-TCA355 and KX-TCA256
[*2] KX-TCA355 only

KX-TCA155
Basic Model

KX-TCA256
Compact Business Model

KX-TCA355
Tough Model

Enjoy Superb Mobility Whatever Your Business Demands

Whether you work in an office, a factory, a warehouse, a supermarket, or other large facility, the Multi-Cell DECT system keeps you in constant touch with colleagues and customers even when you are untethered and moving within the work environment. Communication can easily be further extended outside the office by enabling mobile integration functionality. Enjoy the freedom to communicate - wirelessly with clear voice quality. Receive your customers' calls wherever you may be and make the most of every business opportunity that comes along.

About the KX-TCA355 Tough Model
- IP5* = Dust resistance (Protection from dust penetration to a level that does not interfere with the operation of the handset)
- IP*4 = Water resistance (Protection against splashing water) Panasonic's KX-TCA355 DECT Handset complies to UKAS IP54 testing standards.
- Impact absorbing rubber is adopted around the KX-TCA355.
- The cabinet (outer plastic covering) also uses impact-touch materials.

Extending Office Mobility Wireless Communication

The KX-NCP system allows wireless communications over an extended range by using multiple high density cell stations that boost the flexibility and mobility of your wireless handsets.

The system provides automatic hand-over between installed Cell Stations, whereby enhancing coverage and giving you true communication mobility even within large premises.

KX-A272
Repeater

KX-TDA0141
2ch Cell Station

KX-TDA0158
8ch Cell Station

Voice Messaging Solution

Voice guidance provides a user-friendly interface to simplify and streamline business communications by efficiently routing customer calls to the proper department or agents. Furthermore, a voice mail storage facility can be used for graceful offline call handling during busy hours, thus increasing overall productivity and providing better customer service.

The KX-NCP system offers three types of messaging solutions.

1. Built-In Solution: Built-in 2 channel Enhanced Simple Voice Messaging (ESVM).

2. Optional Solution: ESVM2 (Option: KX-TDA0192) or ESVM4 (Option: KX-TDA0194)
Enhanced SVM cards provide added message recording and outgoing message handling capabilities that help ensure calls from your customers are routed through properly and are always answered or processed gracefully. These optional cards can be configured to run in three modes for complete flexibility:

    a) SVM Mode: For Voice Mail only features.

    b) MSG Mode: For DISA functionality leveraged with Outgoing Message recordings. The MSG mode can also support mobile telephone extension integration allowing for mobile telephones to be used as PBX extensions.

    c) SVM + MSG Mode: Allowing customers to have both simple voice mail as well as DISA functionality. Companies can even upload from PC high quality sound files (8kHz, 16 bit .wav file) that can be played as OGM recordings – for various outgoing message applications.

3. External Solution: Companies requiring enhanced voice messaging capabilities beyond the functions found on the optional ESVM cards can upgrade to the external KX-TVM50 or KX-TVM200 messaging solutions that provide enhanced message applications and customer service opportunities. These external optional voice processing systems come fully packed with business class voice messaging features designed to help businesses handle every call in a courteous and efficient manner.

Type	Voice Messaging	Capacity
Built-in	ESVM	125 messages, 120 minutes
Optional	ESVM2 (KX-TDA0192)	250 messages,120 minutes
Optional	ESVM4 (KX-TDA0194)	2 x 250 messages,120 minutes
External	KX-TVM50	4 hours - 8 hours
External	KX-TVM200	1000 hours

Enhanced Simple Voice Mail (ESVM)

Key applications that can be implemented using the optional ESVM cards include:
• User as well as Group Voice Mail Services
• Voice Guidance-based Call Routing
• Transfer Out from Voice Mailbox to MSG Functions
• Multi-level Auto-Attendant with OGM Recordings
• Queue Messages
• CO-to-CO End of Call Detection
• Mobile Phone Extension Support

External Solution – KX-TVM50/200 Key Features:

The KX-TVM50/TVM200 offer a host of advanced voice messaging features such as:

- Single or Multi-Site Central Voice Messaging Service
- Advanced Automated Attendant Service
- E-Messaging (email notification with voice message attachment)
- Interview Service
- Voice Mail Menu on LCD of System Phones for Easier Operation
- Caller Name Announcement
- Caller ID / CLIP-based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Multi-Lingual Voice Prompts
- Fax Detection / Routing

With the KX-TVM50 and KX-TVM200 together with KX-NCP, Panasonic delivers new levels of unified messaging solutions that can help any business achieve higher productivity.

Call Centre Solution

The KX-NCP comes with built-in a sophisticated Call Centre solution flexible enough for most customer needs. It allows businesses to increase agent productivity, improve team communication visibility, efficiently route customer calls to appropriate departments, and help desks or sales teams.
Furthermore, an optional external ACD reporting server can be used to generate detailed reporting.

Packed with Call Centre Features

Whatever the size of your company, efficient and courteous handling of telephone calls is a major factor to successful business. Panasonic provides multiple solutions for small to medium Call Centres, to help control and make use of the limited resources that may be available. The following call centre features are integrated into the KX-NCP so that, together with built-in Communication Assistant desktop productivity applications, it can solve most informal call centre business needs.

- Built-in Call Centre Features
- Intelligent and Automatic Call Routing
- Flexible Routing to Distribution Groups
- VIP Call Routing
- Automated Attendant
- Call Queue with Waiting Message
- Walking Extensions ('Hot Desking')
- Supervisor Call Queue Monitoring
- Supervisor Level Monitoring and Reporting

Furthermore, the solutions can be expanded to suit more sophisticated call centres in combination with CTI software solutions available in the market

Intelligent Call Distribution

The KX-NCP supports Incoming Call Distribution (ICD) Groups, the basic building blocks to implement Call Centre functionality. Incoming calls received by an ICD group can be distributed to Call Centre agents using supported call distribution methods and, when a pre-programmed number of agents in the group are busy, additional incoming calls can be put in a queue. Agents can also be assigned to multiple ICD groups, allowing for a smaller number of agents to handle calls in multiple ICD groups in order to operate a flexible call centre.

Agent Features

The system supports extensive standard call centre agent features. Agents can work more efficiently using the built-in features together with Communication Assistant desktop productivity applications. The following advanced features help increase agent productivity as well as overall business productivity:

- Agent Log-in/Log-out/Wrap-up
- Call Park/Retrieve with Team Members
- Customer Record Launch (CRM Integration)

Supervisor Features with Communication Assistant Supervisor

The KX-NCP supports built-in Call Centre Supervisor features, allowing management and performance overview in real-time of calls in queue and agent call handling. The supervisor can monitor each agent's phone status and also remotely log-in a currently logged out agent's extension, or log-out an agent phone with a few mouse clicks using Communication Assistant for Supervisor. In addition, the supervisor extension can also, using a 6-line system display telephone, also monitor various important Call Centre Statistics showing items such as:

- Total Calls Handled
- Average Wait Time
- Lost Calls

Supervisor features include:
- Group Call Monitor
- Group Call Reporting
- Remote Agent Log-in
- Silent Listen-in
- Remote Take-over Call
- Longest Waiting Time

Step-by-Step Approach to Call Centre Solution

Companies requiring advanced Call Centre functions can use the optional ACD Report Server (KX-NCV200). This allows companies with all types of customer-interfacing departments as well as call centres to benefit from sophisticated real-time agent and queue monitoring, detailed performance monitoring and analysis, comprehensive reporting and overall call centre performance visualisation.

With KX-NCP, call centre users now have a clear choice and upgrade path for their call centre businesses. Furthermore, businesses can supercharge their call centre businesses with the optional NCV200 ACD Report Server or third party product.

ACD Report Server

KX-NCV200

The ACD Report Server is designed to bring advanced call centre functions to users of Panasonic PBX systems, such as the KX-TDA100/200/600 or KX-TDE100/200. This provides useful functions such as real-time monitoring, call centre performance reports and agent log-in. Oftentimes, the difference between gaining or losing a new customer can hinge on a single telephone call.
Panasonic's call centre solutions make sure that every telephone call works in your favour.

KX-NCP - Enabling Unified Communication Solutions for a Networked World

For businesses, personal contact with customers is a significant factor for success. The telephone system is at the heart of all communications regardless of how the communication is conveyed: via IP, by traditional telephony or by employing wireless technology. What is crucial for businesses is quality and reliability. Panasonic provides applications and solutions that address all these crucial business needs.

Hospitality

The hospitality market requires the communications system to be flexible, economical, and easy to use, with maximum reliability and adaptability for the individual needs. PC integration to allow guest room billing and system management has also become a requirement of this sector. The KX-NCP is perfectly equipped with all these necessary hospitality features and solutions.

Health service

A telecommunication system in a nursing facility and resident housing must have a high level of reliability to meet the requirements of staff. The KX-NCP meet these requirements and offers custom-made solutions that can be integrated to support administrative tools and emergency call systems. The investment ensures security by flexible future-safe technology.

Medical

To be able to work effectively and comfortably in a medical environment, it is necessary that the communication platform adapt perfectly to fit the needs of the health industry. With safe wireless mobility, advanced call distribution and flexible CTI, Panasonic provides an effective solution and allows easy integration with life-saving technologies.

Customer Services

We all would like to offer our customers the best service we possibly can, and while you might be the best today, what about tomorrow? The KX-NCP offers service-orientated solutions that can be expanded to meet your customer's needs now and well into the future.

Administration

Public administrators see themselves today more than ever as service providers. Their services must be carried out in spite of the increasing pressure placed on governments, councils and municipal authorities to manage costs. Panasonic offers such establishments telecommunication solutions that help them maintain and keep their costs in check.

Production enterprises

High flexibility, cost-performance and reliability as well as adjustment to individual needs are important criteria that communication platforms must fulfil. The KX-NCP outshines here as it was developed with manufacturing plants and production departments in mind. With its ultramodern design and future-ready solutions, experience a new dimension of efficient communication.

Construction

Customers like to only invest in well built products, display them attractively and place them within a delightful environment. These same guidelines should also be followed by your telecommunication systems. When it comes from Panasonic, you are sure that all these important points have been meticulously followed, so customers can be proud to own a Panasonic system.

Logistics

Logistics require the smooth and reliable transfer of information. This is why logistics companies have particular requirements when it comes to telecommunication systems. With the possibility of integration into CRM solutions and mobile accessibility, the KX-NCP can become the driving force for your businesses.

Legal

The legal industry of law firms, notaries, attorneys and solicitors etc have specific requirements when it comes to business communication. Attorney-Client conversation may need to be recorded. Or, clients may need to be billed for calls. Law firms may prefer to have secure entrances monitored via IP cameras. Panasonic's NCP addresses all these unique communication needs of the legal industry, yet provides them in a cost effective way.

Sales

In today's competitive world, personal contact becomes ever more important to the customer. Customer satisfaction, maximum flexibility and accessibility provide the crucial lead in this sector. With a solution from Panasonic, everything that you need is already built in as standard equipment.

Panasonic®