

# CCAgent External CRM



**Polty's Inc.**  
Unified Communications Solutions

**HIGHLIGHTED  
PARTNER**  
Panasonic Solution  
Developer Network

**GOLD  
PARTNER**  
Panasonic Solution  
Developer Network

## ► Overview

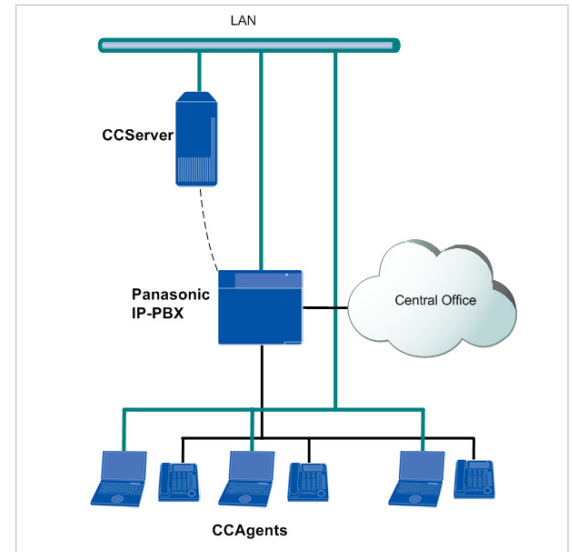
**CCAgent** (Call Center Agent) is a powerful agent telephony tool that provides:

- Agent screen pop-up for quick customer identification
- Integration with 3<sup>rd</sup>-party CRM systems by easy customization using Microsoft ActiveX technology or 1<sup>st</sup>-party TSP add-on
- Agent call control, instant messaging and customer information repository

CCAgent can work standalone or combined with CRM Integration add-on that provides external integration with virtually any CRM systems.

## ► Key Features

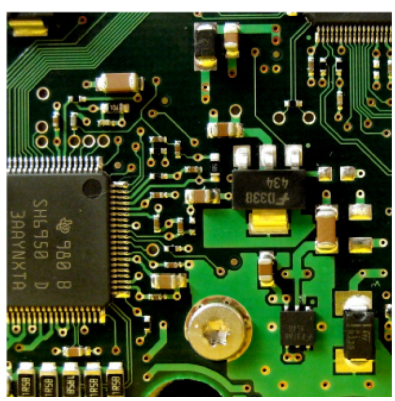
- One click call handling
- Call-handling features: Make call, Answer call, On hook, Consult, Conference
- Instant Messaging
- Direct pop-up integration with Outlook, ACT! and GoldMine CRM systems
- External CRM systems integration
- Present Queue Information
- Provide Other Agents Status
- Agent Activity Logging



## Benefits

- Improve customer service
- Save time on every call
- Cut agent tedium and errors in looking up customer records
- Cut the cost of handling each call.
- Can integrate with virtually any CRM or database

## System Requirements



- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000
- CCServer Host (minimum) – P4 2 GHz, 2 GB RAM, 2 GB free HDD space, Network card 100BaseT
- CCAgent Host (minimum) – P4 2 GHz, 1 GB RAM, 400 MB free HDD space, Network card 100BaseT
- Microsoft Windows XP Professional SP3, Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2008, Microsoft Windows Server 2012 (with UAC disabled), Microsoft Windows Vista Business (with UAC disabled), Microsoft Windows 7 Professional (with UAC disabled), Microsoft Windows 7 (with UAC disabled)