

# Designed for use with all Panasonic Business Telephone Systems

## PBX SUPPORTED

KXTDA15, KXTDA30, KXTDA100, KXTDA200 and KXTDA600 via USB or CTI Link Card

## DTA PRODUCT CODES

PBX	Model N°.	Comments
KXTDA15, 30 KXTDA100, 200, 600	KXTDA	Initial starter pack contains Server Software, Server licence Dongle and Client Software.
KXTDA15, 30 KXTDA100, 200, 600	KXTDACLIENT	Order code for each additional licence required. This licence upgrades the licence Dongle from KXTDA. This is despatched as an executable Program using an agreed medium usually e-mail to a nominated person.

Extra licences are ordered in single units but supplied in the form of a single executable licence upgrade program. I.E. if you order 5 licences then you receive 1 upgrade executable program for 5 licences rather than 5 upgrade executable programs for 1 licence each.

## DTA SERVER COMPUTER SPECIFICATIONS

Item	Comment
CPU	Pentium 266 or better
System RAM	64MB or better (128 recommended)
Operating System	2000 Server, 2000 / XP Pro, or 2003
Hard Disk Space	Minimum of 250MB free space
Network Connection	Required, as per customer network
Network Protocol	TCP/IP required
USB	1 free port for licencing Dongle

The USB ports are in continuous use while the DTA is running. It is recommended that the DTA Server software is not installed and run on the main company computer network server. This is not a technical restraint but for practical maintenance purposes.

## DTA CLIENT COMPUTER SPECIFICATIONS

Item	Comment
CPU	Pentium 166 or better
System RAM	32MB or better
Operating System	Windows XP / 2000
Hard Disk Space	Minimum of 150MB free space
Network Connection	Required, as per customer network
Network Protocol	TCP/IP required

The performance of the DTA will be influenced by the specification of the networked computers and local area network; the specifications quoted above are "recommended" or "minimum" specifications that will provide satisfactory performance in a typical office environment. If the DTA application is to be used in a "Call Centre" or heavy call load environment then the specification of the DTA Server computer and DTA Client computers should be improved.

# Panasonic

Panasonic Business Systems UK, Willoughby Road, Bracknell, Berkshire RG12 8FP  
www.panasonic.co.uk

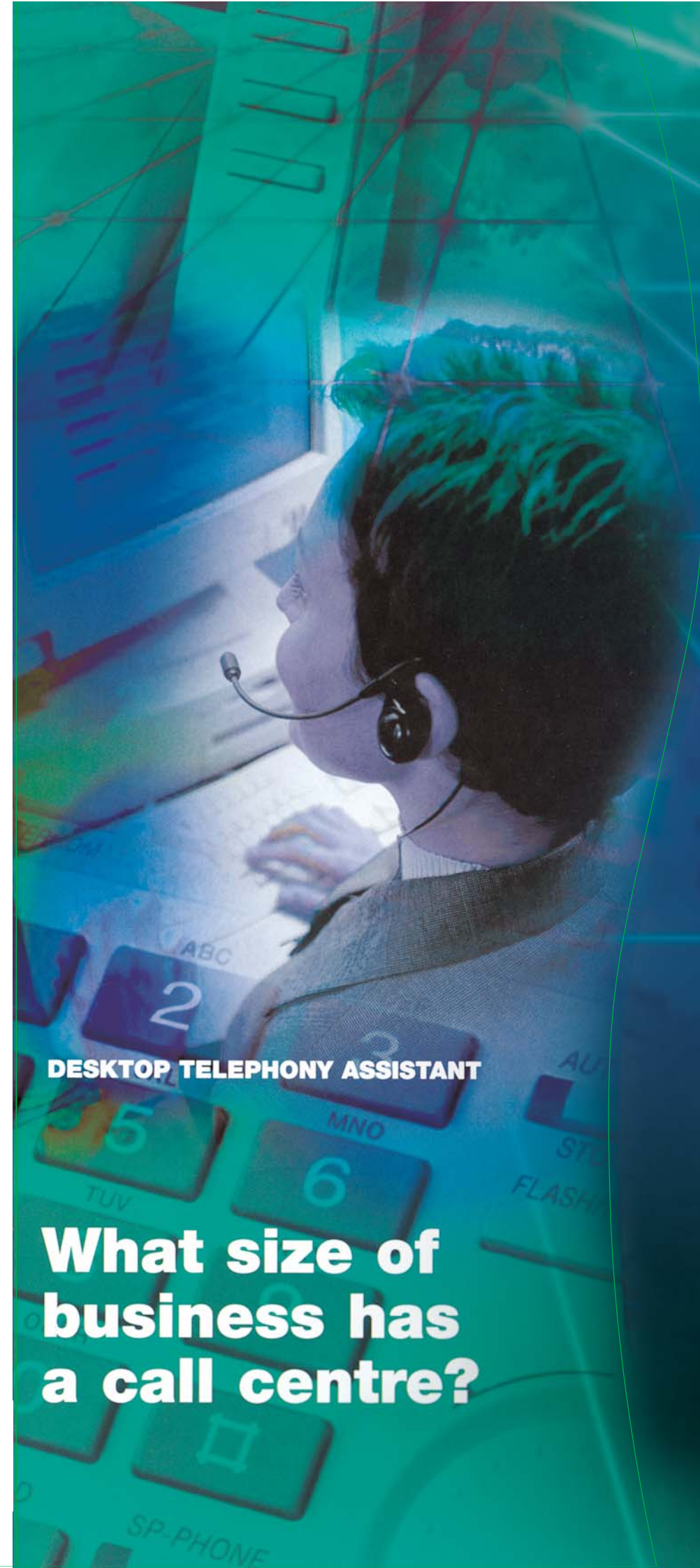


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The Desktop Telephony Assistant has been developed in conjunction with Redwood Technologies Ltd.

**DESKTOP TELEPHONY ASSISTANT**

**What size of  
business has  
a call centre?**



# Your size.

Call centres are no longer only for big business. Panasonic's Desktop Telephony Assistant (DTA) is designed for your business.

Offering complete integration between a PC network and compatible Panasonic telephone system (PBX), the Panasonic DTA gives you all the important functions of a call centre, in one easy install, easy to use, software package. And because it connects PC and PBX via your computer network, it offers maximum flexibility for multiple users.

For companies who have frequent telephone contact with customers, the DTA helps you to be more efficient and more customer service orientated. These valuable functions are available from the PC desktop.

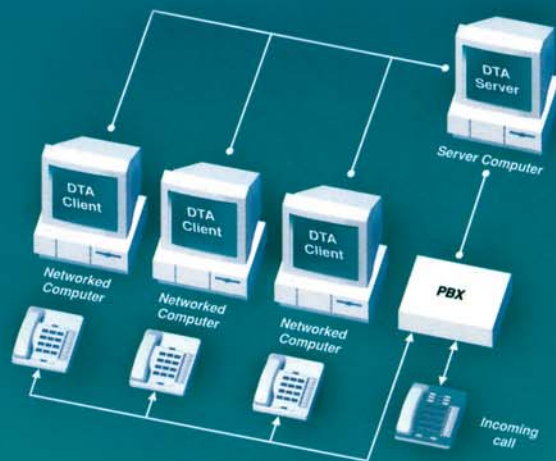
- Screen popping
- Macros
- Call-hold
- Call transfer from list, selected by name or number
- Auto-dial from list, selected by name or number
- Auto-dial directly from Microsoft Outlook® ACT!®, Maximiser® and other TAPI applications,
- Call logging
- Real-time extension and line status display viewer

With the DTA installed, whenever a customer calls – or an outgoing call is made – information about the call pops up on screen. You choose the options to dictate what information is displayed – to make your customer handling process more customer-friendly and efficient.

So whatever the size of your business, you can handle calls as professionally as if you had the resources of a heavily staffed call centre.

And the more smoothly you handle your customers, the more likely you are to retain their loyalty. An easy purchase process is one they'll be more willing to repeat. Whilst a happy customer is a higher spending customer.

Why not ask your dealer to quote for installation, and tell you about his competitive price for Panasonic's Desktop Telephony Assistant?



#### Third Party

Panasonic's DTA connects the PBX and PC through a CTI server. This allows multiple users to connect to a specific PBX, for more efficient utilisation of telephony event data.

## Easy to use functions

The DTA offers a wide range of easy-to-use functions for handling incoming and outgoing calls.

*Applications Integration* links incoming Calling Line Identity (CLI) to your customer database and uses macros to automatically run windows-based applications displaying relevant customer information as the call is answered. A comprehensive set of macros are supplied for use with

- Microsoft Outlook® (97,2000, XP, 2003)
- Sage®, ACT! versions 5 & 6
- Maximiser®, versions 6, 7, 8 & 9
- Goldmine®, versions 5 & 6
- Protean®, version 6
- Sage®, Line 50
- Data-Basics®, Contact Manager
- SuperOffice® 5.6
- Opera®, version 1 & 2
- Microsoft Excel®, (2000, XP, 2003)
- Microsoft Word®, (2000, XP, 2003)
- ProspectSoft®, CRM
- ITEL Office®
- TeleMagic®
- In-practice Vision®
- Jupiter Systems®, Jup Vet
- AutoPart®, version 17tb
- Encore®, Residential Sales Software
- IMS Tankerbase®
- IBM Lotus Notes®, version 5
- Mentor Business Systems CASH®
- Practice Management Solutions OPSIS®

*Call Holding* allows calls to be held and subsequently retrieved, using the PC instead of the telephone handset.

*Call Transfer* allows transfer of calls to any extension in a personal or global directory, or an extension entered manually. The chosen destination can be entered as a name or number.

*Attach message* provides the option of sending an attached message to other DTA users. This message can be viewed before the call is answered thus providing even more useful, up-to-date information.

*Auto-Dial* can also be initiated with name and number, from a personal or global directory, or entered manually.

*Application Auto Dial* allows other TAPI compliant programmes to place calls through the DTA software.

*Call Logging* keeps a record of all calls made or received. The records can be viewed on screen or printed, or transferred to other software packages such as Crystal Reports or Microsoft Access.

Finally, the whole system can be monitored live in real-time, with a *Real-Time Display Viewer*, to ensure your telephone system and staff are operating more efficiently.

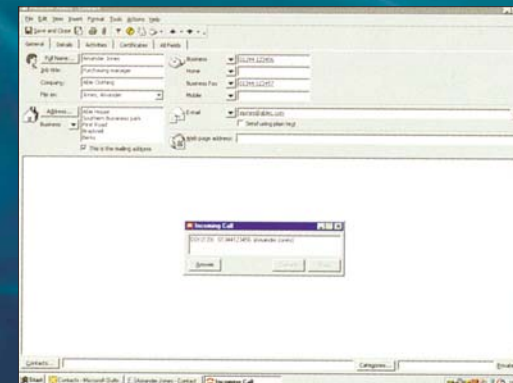
#### On-line help for all users

Every DTA user can access full online help from the desktop.

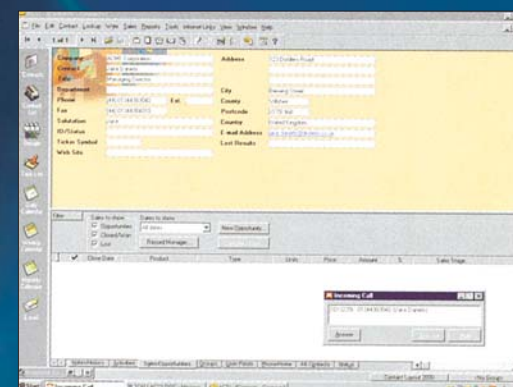
#### Easy installation

Panasonic's DTA software can be installed on existing office computer networks. This minimises cost and disruption, and means your 'Call Centre on a desktop' can be up and running as soon as possible.

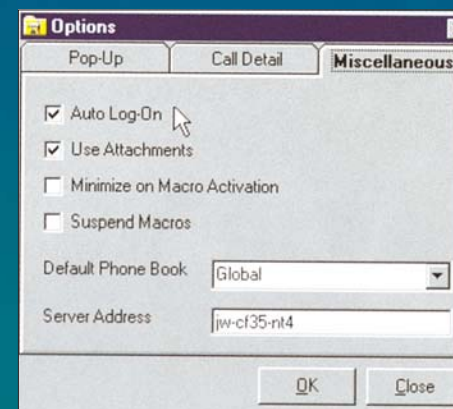
# Panasonic ideas for life



**Easy-to-use.**  
Provides caller ID on screen and in application.



**Ease-of-use.**  
Small window when screen popping.



Drop-down menus for set-up and configuration make changes fast, convenient and easy to handle.