

Call Centre Solution



KX-NS1000



The Panasonic KX-NS Series Offers **Call Centre Solutions** that Meet Customer Needs.

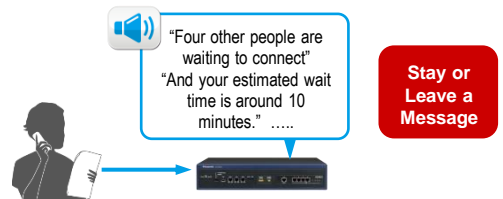
STEP
01



Easy Setup Call Centre

Queue Announce & Voice Message

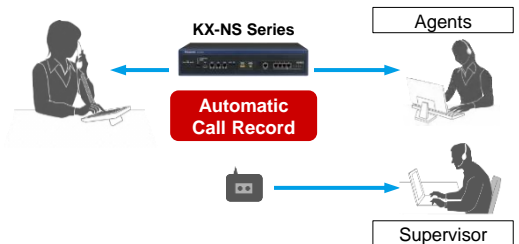
The Queue Announce function makes it possible to automatically respond to customer phone calls. Customers can decide whether to stay on the queue or leave a message and hang up.



Automatic Call Record for Supervisor

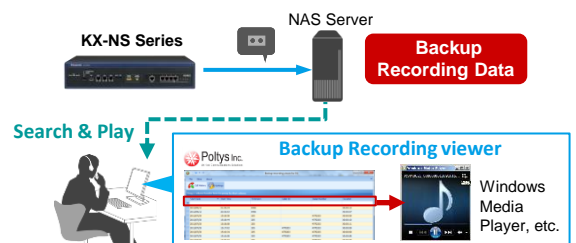
Customer conversations can be automatically recorded into the system, and the recorded data can also be listened to by the Supervisor. This allows Supervisor check the content of the conversation at a later time.

* The capacity for recorded voice data varies depending on the memory card



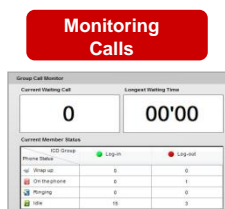
Recorded Voice Data Backup

The recorded voice data can be saved to USB memory or an external server, and played using backup recording viewer software at any time. The data can be used to understand problems or opportunities relating to customer service.

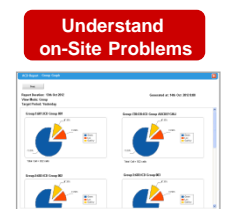


Monitoring Calls & Call History Reports

The Supervisor can monitor the live status of calls and Agents and output Group and Agent based statistic reports to a PC screen, and also export raw data to a CSV file. This allows the Supervisor to understand on-site problems and improve the call centre.



Monitor the status



Report view

KX-NS Series Business Solution



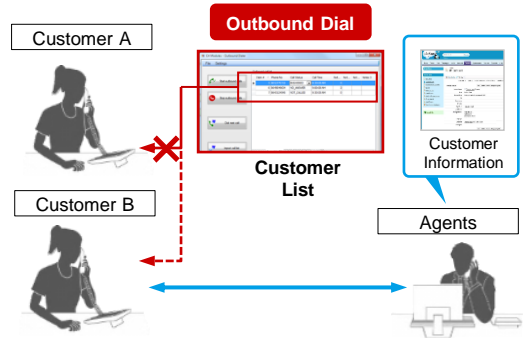
STEP
02



Easy Outbound Marketing

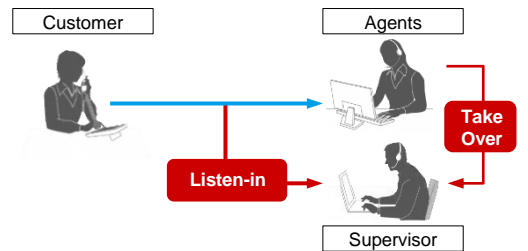
CA Outbound Dialer

The system can automatically dial numbers from an Agent's preset list. This saves the Agent the time of dialling and searching for customer phone numbers. When the phone is answered, Customer Information is automatically retrieved and pops up on the PC screen. The system also automatically redials or proceeds to dial the next customer when the number is busy, or when nobody answers, so sales opportunities are not lost.



Integrated with CA Supervisor

The Supervisor can listen-in on the Agents' conversation to check for problems in their responses, and take over when it is determined that the subject of the conversation is too difficult for the Agent to handle. This provides customers with more satisfactory service.



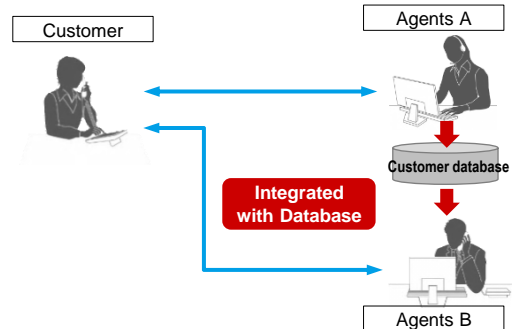
STEP
03



Continuous CS Improvements

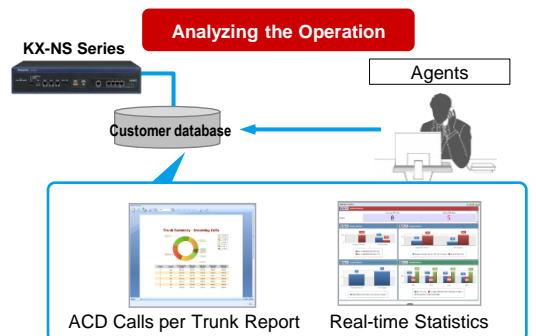
CC Agent

By linking to a customer database, the Agent can check customer information whenever necessary to help in responding. As a result, Agents can improve the call centre operation and raise the level of service.



CC View

A variety of analysis is possible, and the data can be saved in formats other than CSV files, such as PDF and xls, for outputting reports and saving data. The Supervisor can also automatically output reports for printing by the printer or sending by e-mail. This boosts work efficiency, and enables more detailed analysis to clarify call centre problems.



* For information on necessary Activation Keys and other details, please consult your nearest dealer.



Design, functions and specifications are subject to change without notice. All monitor pictures are simulated.

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