

KX-NCV200

ACD Report Server/Voice Mail System



The **KX-NCV200** is two systems in one, combining all the features and functionality of the Panasonic KX-TVA200 Voice Processing system with a comprehensive ACD reporting system. This dynamic combination takes call management to the next level. The Voice Processing system is a fully featured voice mail with email integration and auto attendant. The ACD Reporting System provides monitoring and performance reports, call information reporting, history, and agent log-in. The KX-NCV200 is an all-inclusive call management system that will help you improve customer service and reduce telecommunications costs.

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The Voice Processing System for your Growing Business



Voice Processing Systems offer much more than voice mail and automated attendant service. You also get versatile features and options, such as bilingual service and custom service that let you custom design your system to meet your specific needs. Digitally integrating a Panasonic Voice Processing System with one of the Panasonic Digital Hybrid IP-PBX Systems will provide additional advanced features that are only available when connected to a Panasonic KX-TDA System. The results – the perfect Voice Processing System for your growing business.

Email Integration & Voice Mail with Auto Attendant



By adding a KX-TVA series voice processing system, your calls can be easily managed by using the built-in automated attendant service, voice mail with email integration and more. And with the high level of integration between the KX-TVA and the KX-TDA Hybrid IP PBX Systems, you can enjoy features like voice mail LCD menus that allow you to access and manage your voice mailbox using the LCD display. With all these choices, it's easy to custom design a system that's right for you.

Voice Mail Service

The KX-NCV200 supports 1024 individual, password protected mailboxes that can hold a programmable number of messages each. Each mailbox owner may record a general message for "after-hours" use, and a "busy" greeting that lets the caller know if you're on the phone or away from your desk. After receiving messages, the system can notify you in several different ways.

Enhanced Message Notification

Each mailbox user can be notified of new messages in several different ways:

- The message lamp on your extension will light.
- Your pager will alert you to call your mailbox.
- Your pager will display the telephone/intercom number of the caller.
- The system will call a predetermined telephone number to reach you.

Automated Attendant Service

The auto-attendant answers incoming calls and routes the caller to the appropriate extensions or departments. Individual extensions can be set up with options for call screening, call blocking, or intercom paging.

Interview Service

Allows you to set up a mailbox that will deliver and record responses up to ten questions. Use this customer-friendly service to take orders, conduct surveys, collect suggestions, or to record requests for appointments.

Other Key Features

- Call Screening
- Live Call Screening²
- Two-Way Record²
- Two-Way Transfer²
- Callback Number Entry
- Caller ID Callback¹
- Caller ID¹ Name Announcement
- Caller ID¹ Personal Greeting
- Caller ID¹/ DID Call Routing
- Dial By Name
- Covering Extension
- Holiday Service
- Intercom Paging²
- Fax Detection
- Timed Reminder Setting
- Windows-Based Administration

ACD Report Server to Optimize Management



The NCV200 ACD report server brings advanced call center functions to your Panasonic PBX System, providing you with monitoring and performance reports, call information history, and agent log-in. It's easy to optimize call center management with NCV200's readable and comprehensive performance reports, which can be reproduced in emails or color graphs. The result – increased organizational flexibility and reduced operational costs.

Efficient Message Management

Offers useful voice mail features, such as e-mail notification when a caller leaves a message, the capability to attach voice messages to e-mail messages and easier operation using the LCD on Proprietary Telephones. Panasonic delivers new levels of communication ease and efficiency that can help any business be more productive.

Advanced Agent Management

Designed to bring advanced call center functions to users of Panasonic PBX systems, the KX-NCV200 provides useful functions such as monitoring and performance reports. Oftentimes, the difference between gaining or losing a new customer can hinge on a single telephone call. The Panasonic call center solution makes sure that every telephone call works in your favor.

ACD (Automatic Call Distribution) Monitoring & Reporting Functions

A clear knowledge of actual operating performance is vital to optimizing call center management. The Panasonic ACD Report Server lets supervisors monitor parameters, such as the number of active calls, agent status, queue status and agent/group performance. It also provides a reporting function for the detailed analysis needed to improve call center performance.

Agent Log-In

Each agent is provided a unique code and a password. An agent uses this code and password when he or she logs in to the system. This feature allows supervisors to monitor the agents individually and create reports for each agent instead of each extension.

Product Structure

ACD Report Client (Software)

- Makes reports of incoming call information for ICD (Incoming Call Distribution) groups.
- Prints out or sends e-mail reports.
- Displays the history of incoming call information.
- Provides a function to monitor the number of incoming calls and the number of answered calls for ICD groups, Queues and Agents by ACD (Automatic Call Distribution) monitor.
- Displays graphs using the Performance Graphs function.

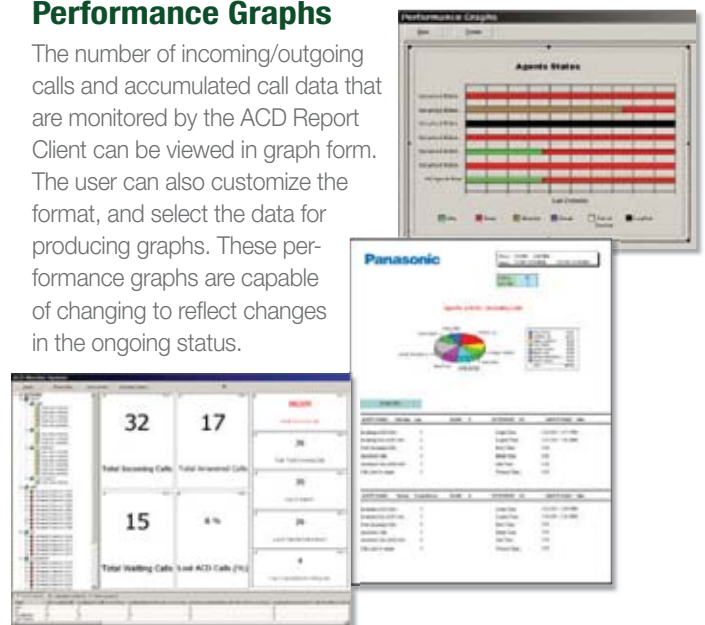
ACD Report Server (Hardware and Software)

- Stores the incoming call information data that is displayed by the ACD Report Client.
- Transfers the data to the ACD Report Client.

Performance Graphs

The number of incoming/outgoing calls and accumulated call data that are monitored by the ACD Report Client can be viewed in graph form.

The user can also customize the format, and select the data for producing graphs. These performance graphs are capable of changing to reflect changes in the ongoing status.



Voice Processing Features

System Features		Subscriber's Features	
Alternate Extension Group	Interview Service	Auto Receipt Confirmation	Receive Message
Auto Forwarding	List All Names	Automatic Log-In	Message Recovery
Automated Attendant	Logical Extension (All Calls Transfer to Mailbox)	Autoplay New Message	Remote Call Forwarding Set
Broadcasting Messages	Message Delivery, Internal	Bookmark	Subscriber Tutorial
Busy Coverage Mode	Message Reception Mode	Call Transfer Status	Temporary Personal Greeting
Call Transfer to Outside Line	Message Waiting Notification—Device	Callback Number Entry	Timed Reminder Setting
Caller ID Call Routing	Message Waiting Notification—Lamp	Caller ID Callback	Toll Saver
Caller ID Screening	Multilingual Service	Calling a Beeper (Pager)	Two-way Record
Caller Name Announcement (Personal)	No Answer Coverage Mode	Delete Message Confirmation	Two-way Transfer (Integration Only)
Caller Name Announcement (System)	On Hold Announcement Menu	External Message Delivery Service	Unlimited Message Length
Class of Service (COS)	Operator Service	Group Distribution List – Personal	Urgent Message
Company Greeting	PIN Call Routing	Group Distribution List – System	VM Menu
Company Name	Play System Prompt After Personal Greeting	Incomplete Call Handling Service	
Covering Extension	Port Service	Live Call Screening	System Setting Features
Custom Service	Rotary Telephone Service		Auto Configuration (APT/DPT Integration Only)
Daylight Saving Time Assignment	Service Access Commands	Mailbox Capacity Warning	Custom Service Builder
Dial by Name	Service Groups	Message Transfer	Default Mailbox Template
DID Call Routing	System Clock	One-touch Two-way Transfer	Password Administration
E-mail Integration	System Prompts	Personal Custom Service	Recording by System Administrator
Extension Group	Time Service (day, night, lunch, and break)	Personal Greeting for Caller ID	Service Mode
Fax Management	Trunk Service (Universal Port)	Personal Greetings	System Backup/Restore
Hold	Voice Mail Service	Playback Volume/Speed Control	System Reports
Holiday Service		Private Message	System Security
Intercom Paging			Time Synchronization (DPT Integration Only)

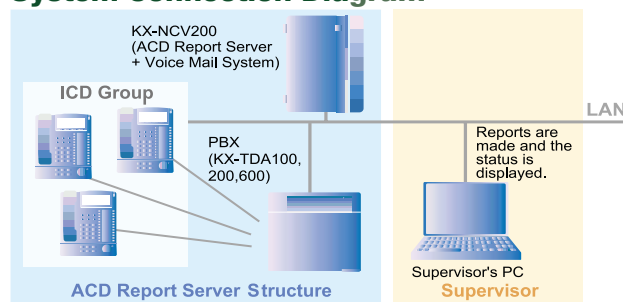
ACD REPORT SERVER

ACD Monitor
Performance Graphs
Reports
• CO Call
• Lost Calls
• System
• Group
• Agent
• Agent (operator code)
Logs
• Call
• Agent
Agent Log-in

Voice Processing System Maximum Capacities and Specifications

KX-TVA296	Modem Card	1
KX-TVA204	4-Port Digital Expansion Card	6
Initial Configuration and Expansion Capabilities		
No. of Ports	Initial Configuration	4
	Maximum	24
Recording Time	Initial Configuration	1000 hours
	Maximum	
Specifications		
Custom Services		Up to 100
Number of Messages		Limited by Storage Time
Length of Personal Greeting Message		Up to 360s (programmable)
Message Retention Time		1 to 30 days (programmable)
Maximum Message Length		1 to 60 minutes (programmable)
Maximum Combined Length of Message per Mailbox		1 to 600 minutes (programmable)
Number of Mailboxes		1022 Subscriber + 2 Manager
Power Source		100 V AC to 240 V AC, 1.5A, 50 Hz/60 Hz
DC Input		40 V, 1.38 A (55.2 W)
Dimensions (W x H x D)		10 7/8" (W) x 14 7/8" (H) x 4 5/8" (D)
Weight		9.7 lbs
PBX Hardware		
Applicable PBX		KX-TDA 100/200 (V2.02) KX-TDA600 (V2.03)
Connection		LAN (CTI Link Card is required for LAN)

System Connection Diagram



System Requirements for ACD Report Client

Item	Minimum	Recommendation
CPU	Celeron 1.0 GHz	Pentium4 1.6 GHz or greater
RAM (Memory)	256-MB RAM	512-MB RAM or greater
OS	Windows 2000 Professional SP4 Window XP Home Edition SP2 Windows XP Professional SP2	Windows XP Home Edition SP2 Windows XP Professional SP2
HDD	2-GB hard drive space	5-GB hard drive space
Video	1024 x 768	1280 x 1024
Communication port (LAN)	10BaseT	100BaseT or greater

1 – Requires subscription to Caller ID service offered by certain telephone companies for a fee.

2 – This brochure describes features that are available when a Panasonic KX-TVA voice processing system is digitally integrated with a Panasonic Digital Hybrid IP-PBX system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See your dealer for details.

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