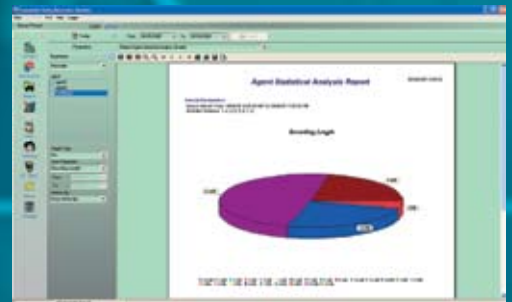
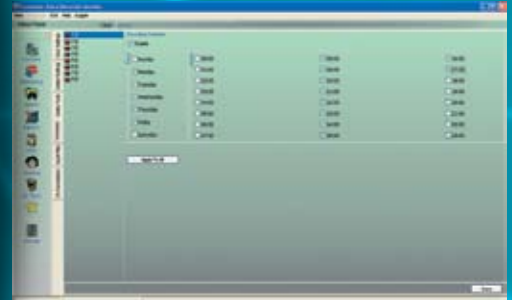


# Panasonic

ideas for life



**User Account**

Name: John Smith

Login ID: user

Password: [Masked]

Recorded Agent

User Group:  
 Administrator  
 Manager  
 User  
 Client  
 Agent

Permissions:

General	Monitoring	Search and Playback	Filter
<input type="checkbox"/> Dial-in Access			
<input type="checkbox"/> Edit Users			
<input type="checkbox"/> Edit seatings			
<input type="checkbox"/> Edit QC Tests			
<input checked="" type="checkbox"/> Monitoring calls			
<input checked="" type="checkbox"/> Search and Playback			
<input type="checkbox"/> QC tests			
<input checked="" type="checkbox"/> Reports			
<input type="checkbox"/> Archiving			

OK Cancel

THE SAFEST WAY TO RECORD VOICE AND AUDIO DATA.

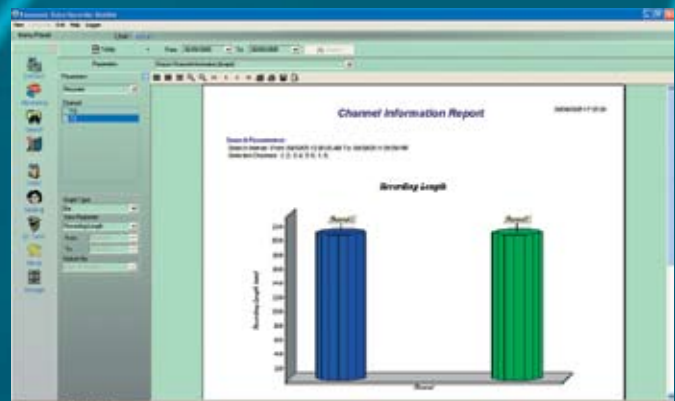
# PANASONIC VOICE RECORDING SOLUTION.

# A HIGHLY EFFECTIVE AND SE MONITOR AND ARCHIVE YOU

Introducing the latest technology in PC-based voice recording that combines proven functionality with cost saving recognition.

Ideal for everyday, high demand, heavy-duty environments, the Panasonic voice recording solution allows you to:

- Implement a solution that ensures all recordings are safely stored in their original format and any subsequent tampering of copied files is easily detected.
- Archive calls efficiently to external media, or to an internal drive continuously, daily or on-demand.
- Monitor and playback up to 256 channels in real-time.
- Receive full information on your call patterns via reports on total calls, average calls, agent's training score, peak call periods, individual agent verses group reports.
- Monitor your calls for training and quality control purposes as well as giving your business customers and staff an added level of protection.
- Choose from three different compression rates for your preferred quality-recording format.
- Save multiple copies of your recording to hard-drive, network drive or ftp.
- Easily expand your system as your business grows or your needs change.



## SECURE SOLUTION TO RECORD, OR COMPANY'S CALLS.

The Panasonic's voice recording sophistication means you can record sound both at the source (on the extension) and at the mainframe of the phone system (the trunk). It is therefore impossible for anyone to disconnect the system completely. In addition, a tamper proof feature protects your recordings from being altered and a visual/audio alarm notifies you for system maintenance.

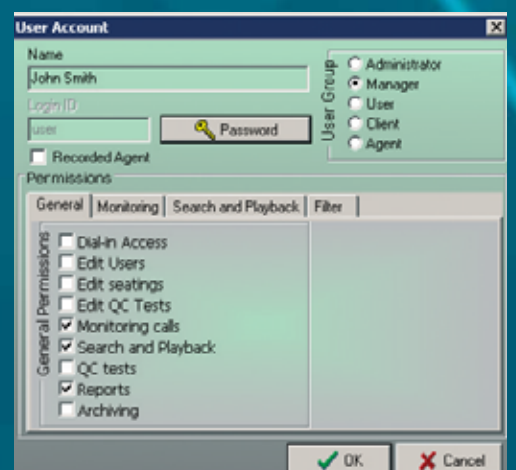
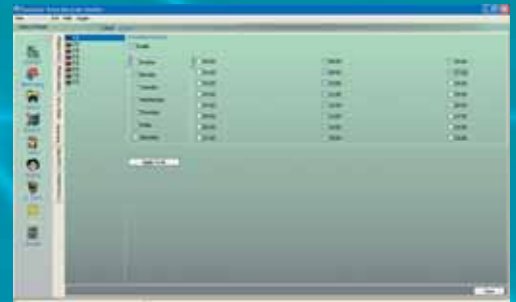
Real-time monitoring and playback also come as standard. The system can compress files and convert them to .wav format for playback on 3rd party software such as Windows Media® and CoolEdit®.

The system also comes complete with Panasonic's own Panastat Platinum call management software that allows you to not only record and archive your calls, it also provides comprehensive reports on call usage across your system. You can choose to receive reports either by the hour, day, week or month – whatever suits your business best.

With the Panasonic solution, you can also archive securely and effectively. Whether you choose to archive daily, continuously or on demand, all data will be immediately transferred to DVD, CD or your computer network system. Searching through your archived material is simple, as you can search and filter with a range of different methods such as Caller ID, dialled numbers, session ID, agent, notes and extension numbers as well as by time and date.

The system also allows for incredible management flexibility. You can record from a full range of input types – ISDN lines, dual PBX extensions – even radio and microphone lines. Plus, we'll offer you unlimited remote access at no extra charge, so you can listen to your recordings over the phone or via the internet when you're away from the office.

When it comes to a secure, high quality system, there really is no compromise. The Panasonic Voice Recording System ensures that your recordings will be accurate and safely stored, should you need to consider legal advice or action. For more information on this, or any other Panasonic product, contact your local dealer.



## Real Applications, Real Benefits

- Easy to Install
- Compatible with MySQL Database
- Real time, instant playback
- Email recording as ".wav" attachments
- Continuous, daily or on demand archiving
- Free Remote Access
- Quality Control Training
- Call logging and progress reports

## Features

### Fits easily into any business

The system is easy to install and comes with a full copy of Panasonic PanaStat Platinum, the leading call management software. This enables full recording and reporting, as well as email recording, compression, conversion to .wav format, and full support of third party playback tools such as Windows Media Player, Quicktime etc.

### Full Archiving

Secure archiving, either daily, on-demand, or continuously to DVD+RW, CD-RW, USB or to networked PC/PC's. Search archived material by channel, extensions, agent, date/time, notes, caller ID, dialled numbers and DDI.

### Full Reporting

The system offers full data on total calls, average calls, agent's training score, peak call periods etc. by hour, day, week or month. Real time monitoring and playback is also standard.

### Training and Quality Control

Easy to use for training and quality control purposes, with a user-defined quality control test for training of agents.

### Easy Management and Flexibility

Integrates fully with the MySQL database and includes a range of management options such as rotating seats management and multiple activation options. You can also record from a full range of input devices- ISDN lines, dual PBX extensions and radio or microphone. Unlimited additional client access.

### Security

A security checksum ensures that all recordings are tamper detectable. This solution can clearly identify where files remain as originally recorded or have been tampered with since. Access secured voice file storage and playback gives only authorised members of staff access to the call recordings. The security of both the files and the storage is key to the validity of evidence when protecting commercial interests, employees or customers.

**Panasonic**  
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Panasonic Business Systems UK, Willoughby Road, Bracknell, Berkshire RG12 8FP  
[www.panasonic.co.uk/telecom/](http://www.panasonic.co.uk/telecom/)