



► Overview

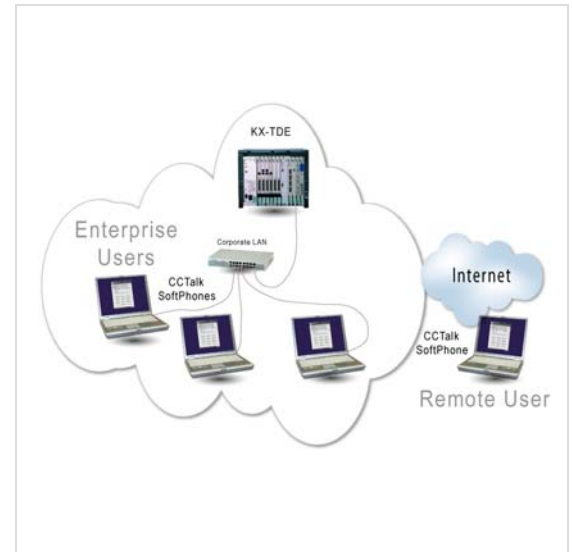
CCTalk (Call Center Talk) is an IP telephony solution that provides audio connectivity through out the enterprise network. CCTalk is designed for Panasonic KX-TDE IP-PBX series.

► Key Features

- Make/ Answer/ Reject/ Transfer Call
- Music on Hold
- Call Duration Timer
- Call Recording and playback
- Two phone lines
- Network quality monitoring
- Incoming call pop-up window
- Audio Tuning wizard
- Customizable GUI appearance and sounds
- Phonebook with multiple numbers
- Integration with Outlook, GoldMine and ACT!
- Custom 3rd-party CRM systems integration via Microsoft ActiveX technology

► Target Customers

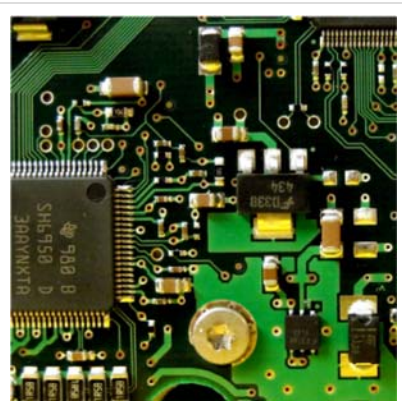
- Call/ Contact Centers and Customer Services
- Executive Offices
- Frequently business travelers with enterprise network access via VPN
- Any small business interested in the efficiency of their telephony system



Benefits

- Enhance Panasonic KX-TDE usability
- Reduce telephony infrastructure burden
- User mobility via Remote Voice Connectivity
- Easy to use by anyone
- Double click to dial and one click to answer actions save time and increase productivity
- Easy access to multiple phone numbers for the same customer

System Requirements



- KX-TDE 100/200/600
- KX-NCP 500/1000
- SIP RFC 3261
- SIP over UDP
- SDP RFC 2327
- RTP/RTCP RFC 1889
- ITU-T G.711 mu-law/a-law