



**Polty's Inc.**

Unified Communications Solutions



## ► Overview

**CCView 2012** (Call Center View) is an End User call management tool that provides:

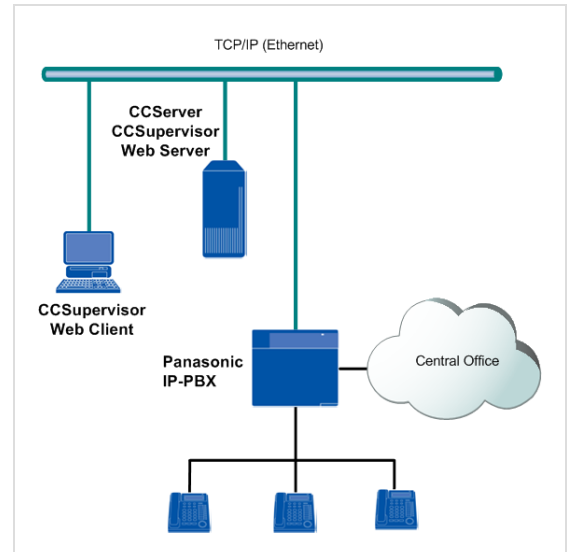
- Real-time call monitoring
- Historical cradle to grave reporting
- Call accounting
- Call logging

CCView 2012 is based on Microsoft Silverlight Version 4, including plug-ins for all Web browsers.

[Enterprise Edition Available](#)

## ► Key Features

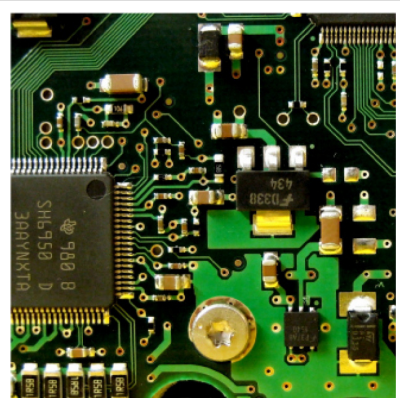
- Display real-time PBX call activity
- Enhanced Counters and Timers management
- Full PBX ACD statistics and reports
- Predefined report templates for quick report generation
- Call billing
- Multiple Supervisors
- Security passwords levels
- Send SMS notifications when network connection to PBX is down
- Connect to up to 8-networked Panasonic IP-PBXs simultaneously
- Multi-PBX and CCRecord Pro ready
- Multilanguage support



## Benefits

- Measure Call Center performance versus service level objectives
- Identify and avoid past Call Center service problems
- Proactive real-time call monitoring and recording
- Improve customer relationship management
- Lower organization telephony bills by estimating outgoing call costs

## System Requirements



- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000
- CCServer Web Host
  - Intel® Core™ 2 Quad at 2.83 GHz, 2 GB RAM, 100 GB free HDD space, 100BaseT NIC
  - Microsoft Windows Server 2008 R2 SP1 (UAC disabled), Microsoft Windows 7 Professional (UAC disabled)
- CCSupervisor Web Client Host
  - Intel® Pentium® 4 2.5 GHz or faster, 512 MB RAM, 100BaseT NIC
  - Microsoft Windows XP Professional SP3, Microsoft Windows Vista Business (UAC disabled), Microsoft Windows 7 Professional (UAC disabled)