Communication Assistant Series
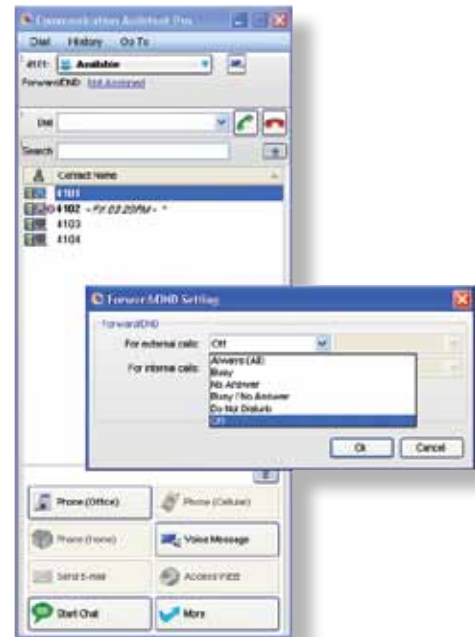## Productivity Application Suite

- Seamless Networking Across Multiple Platforms

- Enhanced Voice Messaging

- Versatile, Intuitive Conferencing Options

Communication Assistant
Productivity Application Suite

A highly intuitive communications solution for the Panasonic TDE and NCP platforms

Communication is key to running a successful business, whether you are small or large. Communication bottlenecks can seriously affect customer service, damage client relationships and lower productivity.

CA Assistant provides a number of features including:

- Seamless Networking & Searching Across Multiple Platforms

- Enhanced Voice Messaging (VMA)

- Call Cost Accounting Solution

- Versatile, Intuitive Conferencing Capability

- Instant Messaging (Chat) and Presence Capabilities

- Microsoft® Outlook®, CRM (TAPI) and Third Party Database (LDAP) Contact Integration

- Thin Client Support[1]

- Softphone

In addition, you can access presence information on up to 8 other Panasonic PBXs and search and update contacts, initiate chat or make and transfer calls across the network (server version required).

Command and Control

The Panasonic Enhanced Communication Productivity Suite offers an affordable, flexible, and reliable solution that can deliver improvements such as:

- Increased Revenue

- Reduced Cost & Improved Employee Productivity

- Enhanced Customer Satisfaction

- Strengthened Competitive Position

Panasonic offers a variety of functionality levels from standard with CA Basic through enhanced with CA Pro to meet any need:

MODE	TARGETED SOLUTION	BENEFITS
Communication Assistant Basic	Point and click unified communications for desk-based or remote workers.	Helps you visually control all your communications from your PC.
Communication Assistant Pro	Point and click unified communications for desk-based or remote workers. Provides users with real-time, rich presence information.	Visually manage all your communications from your PC from anywhere in the world. Presence and chat/IM allow you to quickly identify coworker availability.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your group members telephony activities.
VoiceMail Assistant Module	Enables access to unified messaging.	Allows users to check their voicemail messages visually from a PC as well as forward messages to others as .wav files via email.
CA Operator Console	Manage & redirect multiple calls simultaneously.	Permits more efficient handling of a large volume of call traffic including parked calls. Drag and drop call transfer makes for fast and effective call handling.

CA Supervisor

Supervisor Supporting Team Members

CA Operator Console

Phone Operators

CA Pro

Remote Worker Using Softphone

VM Assistant

Office Worker Checking Voice Mail

CA Basic

Office Workers

Home and Business Communications

Powerful, Versatile Connectivity

Seamless Networking & Searching Across Multiple PBX Platforms

Communication Assistant features enhanced, built-in functionality that allows users to see across multiple PBX platforms. Once connected, users can search contacts, make calls over the network, determine Presence status and more—all from a single server PC.
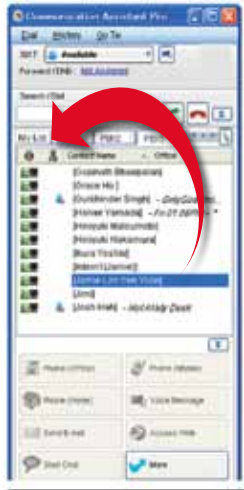
Search contacts across multiple PBXs and quickly add to My List via simple drag & drop.

With the highly versatile and intuitive "My List" feature, users can more easily search, add and manage contacts across multiple PBX platforms. Once added to the users contacts list, Presence status is updated in real time. Depending on network traffic and server PC performance, the CA server PC can maintain connections with up to 8 PBXs simultaneously. A "Search All" button, let users search contacts across all networked PBXs and also through LDAP*. Contacts from a selected PBX can be added to "My List" via a simple drag and drop. Search multiple PBXs and add up to 128 contacts in each of up to 5 "My List" archives and up to 1,022 clients per server module.

Simplified Teleconferencing

Conference organizers can quickly check conference room availability via an intuitive Conference Management Window feature and add up 32 participants by simply dragging and dropping contacts. Up to 10 conference groups can be saved and assigned names and pin numbers for even quicker set up when the group needs to meet again.

Conference initiator can add up to 32 attendees by drag & drop.
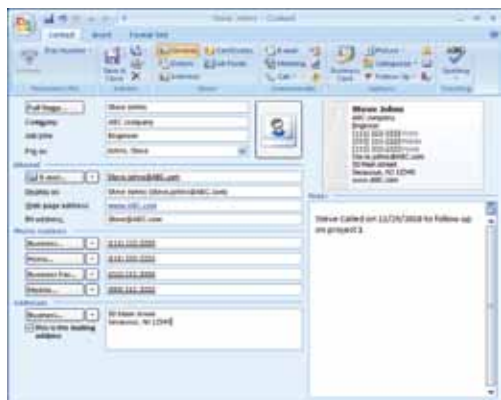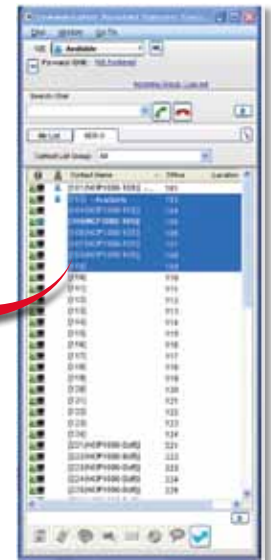
Outlook Toolbar Enhancement

Communication Assistant lets Outlook users maximize time spent on the phone with a new toolbar feature in which incoming calls are accompanied by a pop-up window showing the caller's contact information* Call efficiency is enhanced as names, titles and memos from previous calls are at the call recipient's fingertips.

* LDAP search results are limited.

Call Accounting Application

An adjunct to Communication Assistant, CA Call Accounting is a free, web-based application ideal for small- to medium-sized businesses in need of an entry-level call accounting solution. By inputting basic phone service fee data, you can generate cost reports at the system, section or user level depending on preferences.

With CA Call Accounting, you can reign in call abuse and also allocate fees based on call time—ideal for the legal and hospitality industries. Hotels can program automatic alerts at the administrator level whenever 911 is dialed or a wake-up call is input at the user level. Call centers can monitor outbound sales activity, keeping employees focused while enhancing productivity. CA Call Accounting is also perfect for tracking and allocating call charges in shared tenancy situations such as assisted living facilities, small hospitals or in student housing.
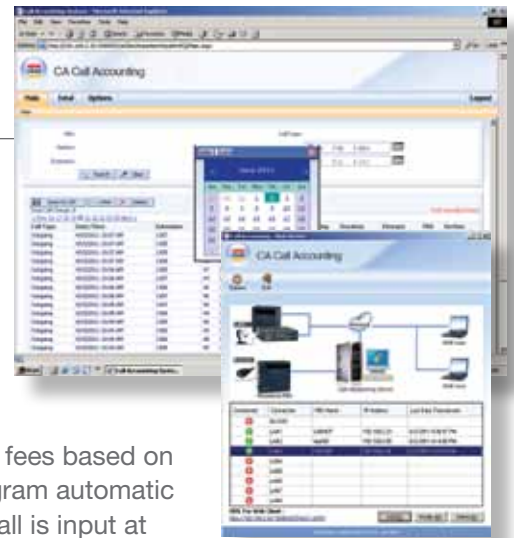
VM Assistant – Flexible, Easy-to-Use, Unified Messaging

Experience unified messaging functionality with VM Assistant which allows users to access voice messages via a computer with network access and listen to them in any order they choose.

Additionally, companies using the optional KX-TVA Voice Messaging Solution can use Communication Assistant to visually manage their voice mails with Voice Mail Assistant.
This allows you to:

• Visually see voicemail messages
• Play and pause messages
• Skip messages forward or rewind messages
• Change the playback speed
• Delete unwanted messages
• Seamlessly share messages across all your networked PBXs
• Change and administer voice mailbox options
• Export messages to a PC
• Call back the person who has left the message
• Send a message as an email attachment
• Transfer a message as an email attachment using Outlook
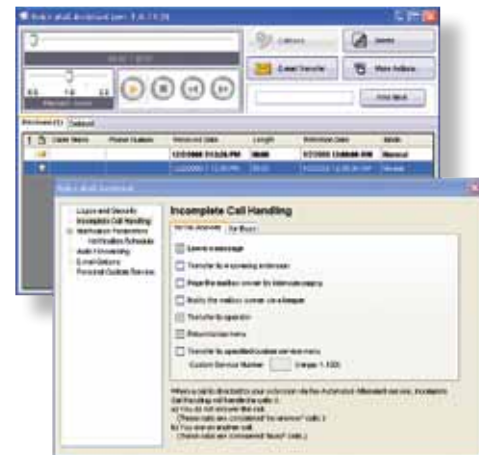
Communication Assistant – IP Softphone

CA IP Softphone module allows road warriors, sales people or support staff to use their computer as an IP phone for anytime, anywhere access to the Panasonic Enhanced Communications Suite.

By simply connecting to the network, IP Softphone provides the corporate teleworker and remote or traveling employees the ability to connect to the Panasonic NCP or TDE platforms just as if you were in the office, providing cost-effective communications and access to advanced desktop productivity applications such as Communication Assistant.

Key Features

- Seamless Networking/Searching Across Multiple Platforms
- Point and Click Call Control
- Versatile Conferencing Feature
- Presence Functionality
- Instant Messaging
- Visual Voice Mail Access
- Unified Communication (integrated with the TVA50/200)
- Microsoft® Outlook® Toolbar Enhancement

- Integration with Microsoft® Outlook®, CRM (TAPI)* and Third Party Database Contact Lists
- Thin Client Support[1]
- Call History Logging
- Desktop Call Center Applications
- Agent Log In/ Log out and Wrap Up
- Supervisor Call Group Monitoring
- Compatible with Hard and Soft Phone Options

Not available with CA Basic

Specifications

Type	CA BASIC	CA PRO	CA SUPERVISOR	CA OPERATOR CONSOLE
Free Keys[2]	5 Users	2 Users (60-day Trial)	None	None
Additional Users	Key Required	Key Required	Key Required	Key Required
Maximum Users	240/1022[3]	240/1022[3]	4/128	128
Presence/Instant Messaging (Chat)	Yes	Yes	Yes	Yes
Call History (Entries)	10	1000	1000	1000
Contact (Entries)	10	1000	1000	1000
Microsoft Office® Integration	Yes	Yes	Yes	Yes
IP Softphone Module[4]	Key Required	Key Required	Key Required	Key Required

Requirements

Systems	
Communication Platforms	KX-NCP500/1000, KX-TDE100/200/600
Messaging	KX-TVA50, KX-TVA200
Compatible System Phones	Digital Proprietary Telephone (DPT)
	IP Telephone (IPT), KX-NT700 Speakerphone
	Single Line Telephone (SLT), DECT Wireless (PT)
	Softphone

PBX / CA Software Version Compatibility			
	KX-TDE00 KX-TDE200	KX-TDE600	KX-NCP500 KX-NCP1000
CA V1.0	–	–	V1.0
CA V1.5 with Server	V2.0100 with KX-NCS4910[5]	V2.000 with KX-NCS4950[5]	V1.0 with KX-NCS3910[5]
	V3.0	V3.0	V2.0
CA V1.5/V2.0 Serverless (PBX Connection)	V3.0	V3.0	V1.0 with KX-NCS3910[5]
			V2.0
CA V2.0 with CA Server	V3.0000	V3.0003	V2.01
CA V3.0	V4.1000	V4.1000	V4.1000

1 - Key required. Currently supports Microsoft Terminal Services and Citrix XenApp.
2 - A limited number of copies of CA Basic can be used on your PBX's network without activation keys. Also, a limited number of free 60-day trials are available for CA Pro and CA Operator Console. All keys are installed in the KX-NCP and KX-TDE platforms via system programming tool.
3 - Server version.
4 - Number of Softphone users is limited by the NCP system capacity.
5 - Enhance key required.

Communication Assistant Keys

Systems	
KX-NCS2101	CA Basic (1 user)
KX-NCS2105	CA Basic (5 users)
KX-NCS2110	CA Basic (10 users)
KX-NCS2140	CA Basic (40 users)
KX-NCS2201	CA Pro (1 user)
KX-NCS2205	CA Pro (5 users)
KX-NCS2210	CA Pro (10 users)
KX-NCS2240	CA Pro (40 users)
KX-NCS2249	CA Pro (128 users)
KX-NCS2301	CA Supervisor (1 user)
KX-NCS2401	CA Operator Console (1 user)
KX-NCS2901	CA Network (1 user)
KX-NCS2905	CA Network (5 users)
KX-NCS2910	CA Network (10 users)
KX-NCS2940	CA Network (40 users)
KX-NCS2949	CA Network (128 users)
KX-NCS2010	CA Thin Client
KX-NCS2020	CSTA MUX Key

A free version of CA Basic, known as CA Basic Express, is now available. Using either CA Server or PBX mode, you can now install CA Basic-Express for all users of the system. The functionality is similar to CA Basic.