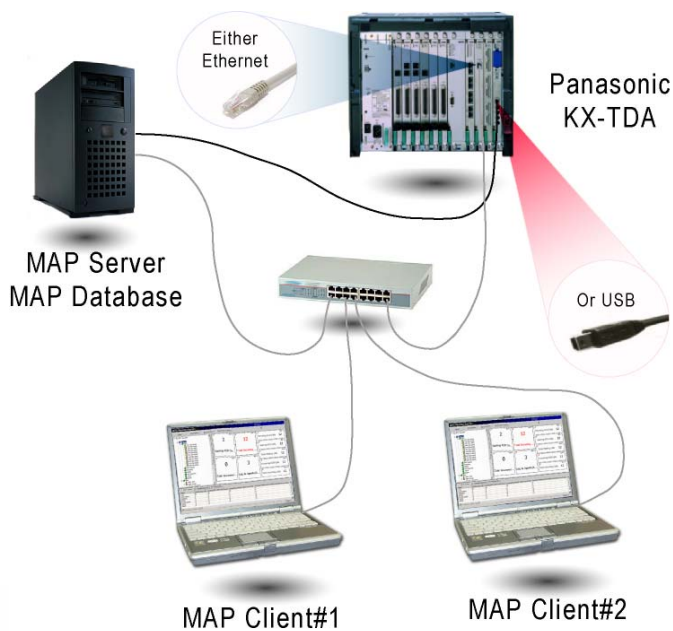


Monitor Application for Panasonic KX-TDA Series



MAP (**Monitor Application for Panasonic KX-TDA IP-PBXs**) is an End User call management tool that provides:

- Real-time Call Reporting
- Historical Cradle to Grave Reporting
- Call Logging

MAP is an ideal tool for Dealers in monitoring and debugging the initial setup of the telephony environment

Key Features

- Real-time monitor call activity
- Real-time performance graphs and calls status
- View traffic reports based on different criteria
- PBX ACD statistics and reports
- Pre-defined report templates for quick report generation
- Comprehensive call log information
- Highlight the lost calls for quick identification

- Measure Call Center performance vs. service level objectives
- Identify and avoid past Call Center service problems
- Identify breakdowns highlighting the efficiency of the Call Center Agents and Groups
- Proactive real-time call monitoring
- Track and provide feedback to increase the Call Center efficiency



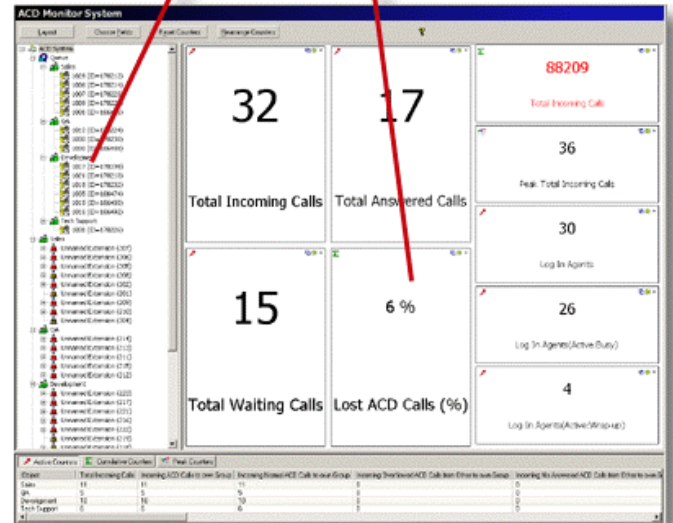
Target Customers

- Any Contact/ Call Center Supervisor
- Any Manager that is in charge with infrastructure costs management
- Any IT personnel or Dealer that is in charge with telephony infrastructure setup and maintenance

System Requirements

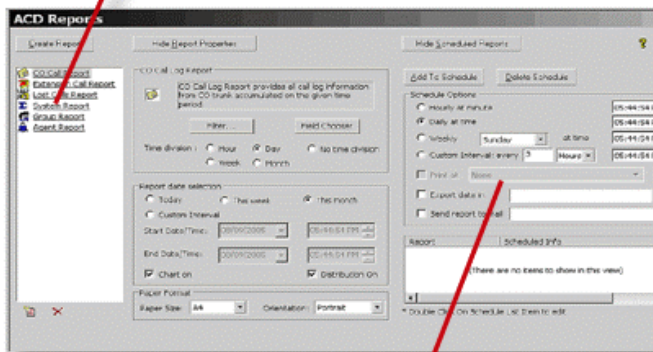
- TDA PBX Firmware Versions - 2.0080 and up
- MAP Server Host (minimum) - P4 2 GHz, 512 MB RAM, 2 MB free HDD space, Windows 2000 or XP Professional SP1 and SP2
- MAP Client Host (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space, Windows 2000 or XP Professional SP1 and SP

Check the Agent activity and verify metrics of interest

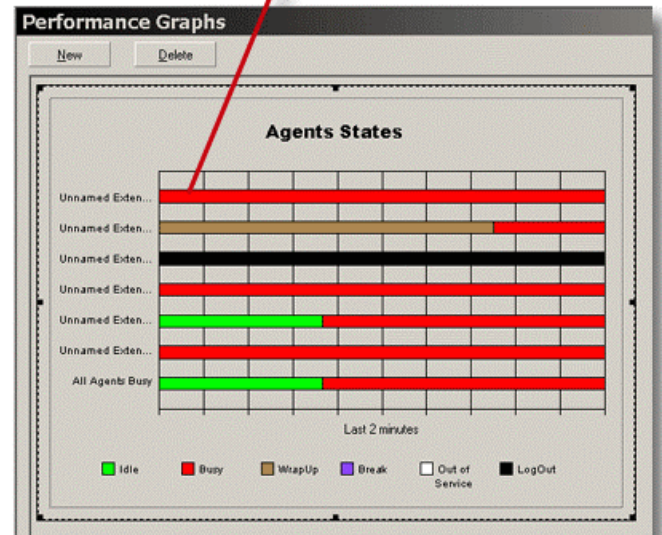


Verify Agents performance

Generate call history reports selecting different criteria and fields



Schedule reports to export, print and send via email



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