



Network Communication Platform

KX-NCP500 and KX-NCP1000 Unified Communication Solutions

Network Communication Platforms are advanced communication solutions designed to enable businesses achieve Unified Communications by enhancing and streamlining office communications with presence enriched productivity applications.

Facilitating more effective ways of communications with both your employees and customers - the NCP platforms allow anytime anywhere access to a whole host of business communication applications via a range of smart and user-friendly wired and wireless devices. NCP platforms - enabling businesses to effectively reach, serve, and retain your customers.

Every Call Matters

Unified Communications - Simplified

Panasonic Network Communication Platforms (KX-NCP) are advanced communication solutions designed to enable businesses achieve Unified Communications by enhancing and streamlining office communications with presence enriched productivity applications.

Facilitating more effective ways of communications with both your employees and customers - the NCP platforms allow anytime anywhere access to a whole host of business communication applications via a range of smart and intuitive wired and wireless devices. These include intelligent IP telephones, advanced digital phones, softphone for PDA, DECT wireless portable stations, as well as standard analogue extensions. Further, integration with mobile phones allow mobile users and remote workers to stay connected even while on the move.

Convergence ready – the NCP platforms provide innovative IP telephony features and functionalities over both local office and broadband networks, and can connect with an ever growing list of SIP telephony providers helping businesses to reduce communication costs.

Feature Rich Platform to Enhance Your Business

Enhance your business with solutions designed to meet your ever changing needs - with wireless mobility, advanced productivity applications, network based solutions and a common infrastructure that supports companies with distributed and geographically diverse office locations and help connect all your users with customers - wherever they may be.

Simple to deploy, administer and maintain – the Panasonic NCP Unified Communications Solution is a highly reliable, extensible and feature-rich business platform that sits comfortably within your converged voice and data network - providing you with improved business productivity.



KX-NCP - Key Benefits

Highly modular and designed to improve your business communication workflow - the new NCP platforms are ideal communication systems that solve many of your business communication needs today. With intelligent call routing and call centre functionality, together with integral desktop productivity applications – the NCP platform enables businesses to effectively reach, serve, and retain your customers. These new platforms are packed with features and applications that can enhance your business productivity. Some of the key benefits include:

- A converged network platform to enable businesses to implement Unified Communications
- Integrated SIP telephony via SIP Trunking Providers
- Built-in support for Advanced IP extensions
- IP Phones and Softphones for Remote Workers and Remote Offices
- Desktop, Network, & Business Application Integration
- Built-in Voice Messaging and DISA functionality
- Advanced Unified messaging using optional KX-TVM50 and TVM200 voice processing systems
- Mobility application supporting mobile phones as office extensions
- Reduced Total Cost of Ownership
- Centralised Management & Upgrades

Enhance your business with a platform to enable unified communications - designed to handle the dynamic nature of high-speed multi-faceted business communications of today and helping to connect all your users with customers wherever they may be.

Your Investment - Protected

The Panasonic KX-NCP systems are designed to be modular, extensible and flexible in both technology and the business application solutions it provides. Convergence ready - the systems can even leverage existing investments in digital extensions and ISDN trunks. Designed with network based communication applications that – when enabled – provide quick return on investment and peace of mind. Future proof design and open standards based architecture means that customers can be assured that their investments are protected now and well into the future.

An Affordable System that Adds Value to Your Business

The Panasonic KX-NCP systems are extremely cost effective. As an example - Mobile integration can help businesses manage their business hours and employee availability using "one number" to reach employees who remain mobile while still be aware of mobile employee's availability and presence.

Reliability

The reliability of Panasonic NCP systems are assured by rigorous quality control and testing before these systems leave the factory, guaranteeing you piece of mind. The NCP systems are also designed for quick and easy maintenance to help keep any potential downtime to an absolute minimum.

Eco-Friendly

From manufacturing process to power consumption - the Panasonic KX-NCP systems are designed to be environmentally friendly, helping you reduce your energy consumption. Mobile integration, multi-site networking and collaboration tools can potentially further assist your company to reduce your overall carbon footprint by helping to reduce travel costs.

Talk to your local Panasonic dealer to understand how your business can benefit from KX-NCP systems.

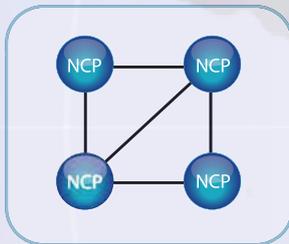
Streamline Business Communications

Panasonic NCP unified communications solutions can help businesses lower costs, increase productivity and, connect all office locations wherever they may be. The system is designed to effectively energize every aspect of the company communications – allowing you quick return on investment.

Multisite Networking for Flexible Communications

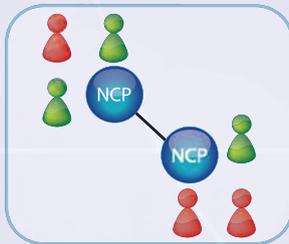
KX-NCP Network Communication Platforms leverage the latest digital networking, Voice over IP (VoIP) and SIP technologies to cost effectively handle intra-office, multi-site and long distance communications over converged voice and data networks.

With KX-NCP systems, customers can manage both stand-alone, or networked systems connected via an IP network from any location.



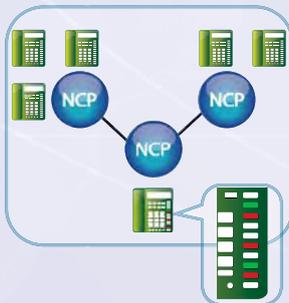
Multi-Site Solutions

Multi-site networking helps customers with multiple branch sites to benefit from lower costs for branch-to-branch communication by either leveraging their existing corporate Wide-Area-Networks (WANs), or using Managed VPN services available from network service providers. The system supports both SIP and H.323 based inter-networking in addition to the traditional ISDN QSIG connectivity.



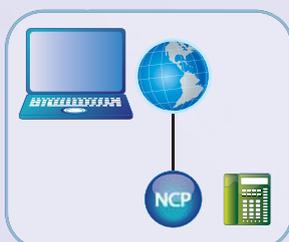
Network Distribution Groups Over Multi-Site Deployment

Incoming Call Distribution (ICD) groups can be set up across multiple networked NCP systems. The system supports simultaneous or delayed ringing for enhanced flexibility.



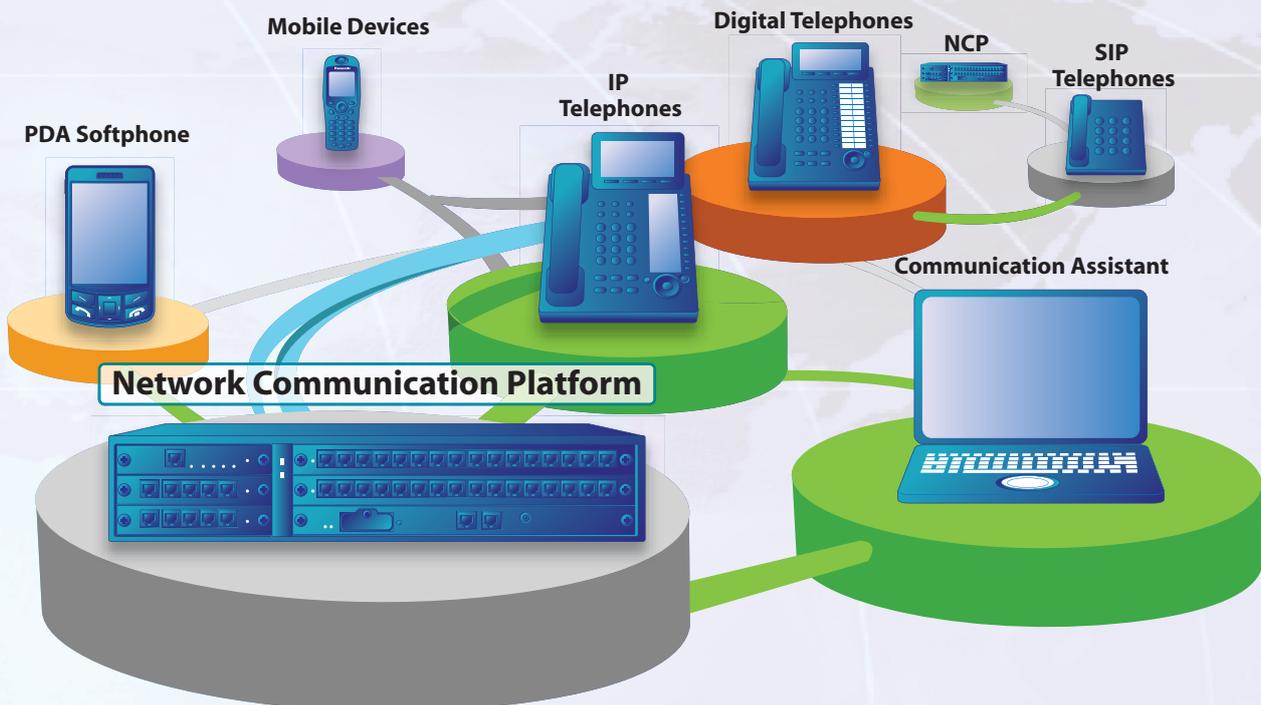
Network Busy Lamp Field Over Multi-Site Deployment

Network Busy Lamp Field (BLF) or Network Direct Station Selection (NDSS), allows unique extensions across networked NCP systems to be monitored by a central Network Operator using DSS keys, showing the operator the status of that particular extension for across the network visibility.



Remote Administration over IP Network

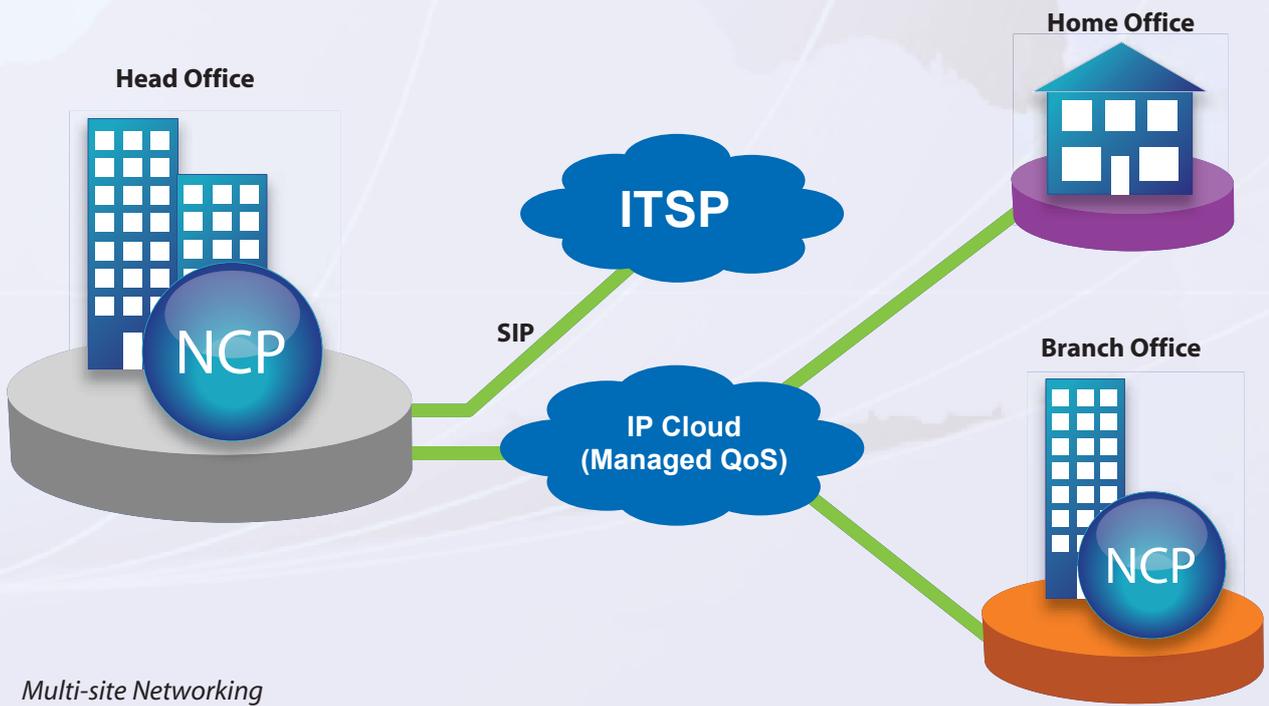
With KX-NCP systems, administrators can remotely manage any deployment scenario – whether a stand-alone system or a networked multi-site system connected over an IP network using a networked PC with the necessary Unified Maintenance Console application. Access and administer systems from virtually across the globe for quick adds/moves and changes.



Access Unified Communications with any device

SIP Networking

Using the built-in SIP trunking interface, businesses now have the ability to connect the NCP Communication Systems to the growing list of SIP based Internet Telephony Service Providers (ITSP) to achieve low-cost VoIP calls over managed broadband IP networks.



Multi-site Networking

Endless Possibilities with a wide range of devices

With the new KX-NCP Communication systems - businesses can choose from any type of telephone terminals that fits their needs. The platform supports the stylish and intuitive Digital and IP telephones, SIP phones, and DECT wireless phones. And with support for a family of legacy telephones together with fax - the KX-NCP gives companies an extensive choice of solutions to suit their unique business telephony needs.

NT300 Series IP Terminals - A Perfect Team Player

KX-NCP platforms support the KX-NT300 Series IP telephones that are stylish, intuitive, user friendly, and comfortable to use by all system telephone users.

The NT300 series IP telephones take you to a new dimension in audio experience, communications productivity, broadband network connectivity and customer care. These IP telephones bring you the power of the advanced NCP communication systems - allowing quick access to the entire range of advanced features and applications.

The IP Telephones come with high quality hands-free speakerphone and offer superb voice quality thanks to advanced acoustic technology.

Packed with a whole host of features, the KX-NT300 Series IP telephones could not be any simpler to use. These IP Phones include the following advanced features - designed to provide enhanced desktop usability and comfort:

- Large Alphanumeric Displays
- Electronic self-labelling keys
- Bluetooth module providing wireless headset support
- Easy navigation key
- A 2nd IP port to connect your PC
- Double tilt adjustment allowing separate and independent tilt control for phone base and LCD display

Integration with your Data Network

The NT300 Series IP terminals connect directly into your data network, and provide IP-Telephony features with enhanced levels of functionality and comfort comparable to the already proven digital system terminals. Users can easily connect their PCs to the company Local Area Network (LAN) using the built-in 2-port Ethernet switch on the back of the device - reducing desktop cable clutter.

Optional Bluetooth Module



Self Labelling Keys



Back-lit LCD Display



Easy To Navigate



Multi-tilt Angle Adjustment





KX-NT343



KX-NT346



KX-NT366

Panasonic Softphone for Wi-Fi Mobile Device

Panasonic IP Softphone for Windows Mobile devices enables mobile workers to have anytime anywhere access to comprehensive and powerful business telephony on their Windows Mobile devices.

Panasonic IP Softphone for Windows Mobile is an IP telephone client for WiFi-enabled Windows Mobile based devices. It provides transparent access to real time voice communications and productivity-enhancing Panasonic Business Telephone System features such as call set up, transfer and multiparty conference – all in the convenience of a handheld device.

The software helps you manage call appearances and provides access to speed dial numbers and other personal calling features.

* Note: Optional PDA or mobile Phone required

SIP Telephone Support* -You Choose

With built-in support for the latest SIP technology, the KX-NCP can support SIP telephones as standard extensions. Companies can now use Panasonic KX-HGT100 SIP telephone or their own choice of standard SIP phones to support inhouse office users or remote workers, connecting back to the office over high-speed broadband IP network from virtually anywhere.

* Please contact your local Panasonic dealer for further details.





KX-DT333



KX-DT343



KX-DT346

Advanced Digital Proprietary Terminals

The Panasonic KX-DT300 Series advanced desktop phones are designed for business users who require a range of feature-rich telephony devices to match their constantly changing business needs.

These easy to use, advanced business class telephone devices are designed for effective daily communications.

Connected to the NCP platforms, the digital terminals are extremely reliable and provide a wide range of features to support the right solution for all your business applications.

Ergonomically designed with features and functions to enhance users daily productivity, they are ideal for many applications including contact centre agents, hotel rooms, to advanced desktop applications supporting a range of wired and Bluetooth headsets.



Main Features

- ▶ Hands-free Communication with a Bluetooth Headset*¹
- ▶ High-visibility white backlight*¹
- ▶ Double-Tilt Design*²

*¹ Optional: Not available on the DT333/321
*² Optional: Not available on the DT321

Bluetooth® Module*1

Message/Ringer Lamp

6 or 3 line -
24-Character LCD

Connection for
Additional Key Module*3

Programmable Keys*3 /
Self Labelling Keys*2
Programmable Keys are the red/green
LED buttons. Self Labelling Keys are
the LCD displays

Headset
Jack

Programmable
Key Page
(total of 4 page)

Navigation Key

*1 KX-NT307. Optional. All Models except NT321

*2 Optional. KX-NT366

*3 Optional. KX-NT343/346, KX-DT333/343/346

Image: Model KX-NT366. Other Models may vary.

Digital Proprietary Telephones



KX-DT346



KX-DT343



KX-DT333



KX-DT303



KX-DT390

IP Proprietary Telephones



KX-NT366



KX-NT346



KX-NT343



KX-NT321



KX-NT303



KX-NT305

Desktop Productivity Applications

As personal computers have become an essential business tool - Panasonic has developed Network Communication Platform to seamlessly integrate with advanced desktop productivity applications for improved business efficiency.

Communication Assistant Productivity Application Suite

The Panasonic Communication Assistant productivity software suite is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled CRM desktop tools, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

Designed for easy installation and maintenance - Communication Assistant can be deployed without the need of any additional 3rd party server - making it an ideal solution for small to medium size businesses with limited IT knowledge and staff.

Targeting all areas for enhancements – Communication Assistant productivity suite includes:

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 presence information	Helps you visually control all your communications from your PC. Stay informed of users availability in difference locations
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 unified messaging	Allows users to check their voicemail messages visually from PC as well as forward messages to others as .wav files.

Communication Assistant together with KX-NCP platform enables businesses to implement Unified Communications - enhancing business productivity.



Remote Worker using Softphone



Office workers



Office worker checking Voice Mail



Supervisor supporting team members

Communication Assistant - VM Assistant

VM Assistant allows Unified Messaging functionality - allowing users to access and retrieve in the order they prefer - any voice messages left for them.

Companies using the optional advanced KX-TVM Voice Messaging solution - can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant. VMA can be launched directly from Communication Assistant via the Message icon. By using Voice Mail Assistant, user can:

- Visually see their voice messages as a list
- Skip messages forward or rewind by 4 seconds
- Change message playback speed
- Play and pause messages
- Delete messages
- Change voice mailbox settings
- Export a message to PC
- Send a message via E-mail
- Call back a person who has left a message



Communication Assistant IP Softphone

The Panasonic Communication Assistant IP Softphone module allows road warriors, sales and support staff, or any other power user to use their computer as an IP Phone for anytime, anywhere access to unified communications. The user simply needs to connect to the corporate IP network over a secure managed broadband connection to enable the IP Softphone. All employees can be centrally connected to the corporate KX-NCP platform - providing advanced desktop productivity based on highly cost effective VoIP communications.

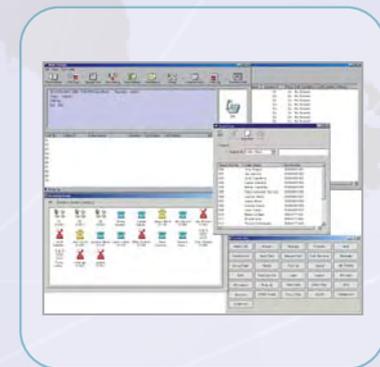
Integration with Microsoft® Outlook®

Communication Assistant seamlessly integrates with Microsoft® Outlook® allowing users to easily dial contact phone numbers and receive incoming call pop-up alerts.



PC Console

PC Console provides company operators with a powerful tool for improving call-handling, efficiency, and customer service. PC Console displays information about a caller on the PC screen even before the operator takes the call making it easier for operators to prioritise incoming calls, so important customers are never kept waiting. Operators can quickly see which extensions are busy and which are free, and can transfer calls and access powerful features using simple drag-and-drop and point-and-click operations.



Integrating with Business Applications

The KX-NCP supports Computer Telephony Integration (CTI) enabling telephony and computers working in sync to provide powerful PC based productivity tools. The system supports IP based CTI integration via the two mature industry standards:

1. Telephony Application Programming Interface (TAPI), and
2. Computer Supported Telecommunications Applications (CSTA)

Leveraging TAPI and CSTA interfaces to augment business communication capabilities - businesses can integrate with leading third party application solutions available in the market to provide software productivity applications for businesses that cover all aspects of business requirements.

Wireless Solution for True Business Mobility

Businesses can increase employee availability and enhance customer service by providing un-hindered access to wireless telephony.

Mobile/GSM Integration for Anytime Anywhere Mobility



Mobile phones are a compelling way for doing business outside of the office. The KX-NCP supports the latest mobile phone integration technology - enabling calls directed to an office extension to be redirected to a Mobile telephone at a lower, fixed cost. Calls can also be transferred back to an office extension or to office voice mail system.

Employees with mobile phones can also initiate calls to their customer from their mobile phones that appear to the external customers as coming from the company rather than the mobile phone - centralising all business communications.

Mobile telephones can even be integrated into ICD groups which allows incoming calls to ring both the desk phone and the mobile handset simultaneously, allowing users to pick-up their calls on either their desk phone or mobile phone thereby providing "one number" access - increasing contactability.

Multi-Cell DECT Wireless for Office Mobility Solution

The Panasonic office mobility solution lets you carry on your conversation over lightweight, business-smart wireless DECT terminals while you are away from your desk or moving around the office. Using Wireless XDP (eXtra Device Port), users can set their DECT wireless handsets to have the same extension as their desk phone, and then receive calls even when away from their desk.

The Multi-Cell DECT System provides automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.



Easily see Incoming Calls and Messages



Easily to Dial in Dark Conditions



Easy to Read Blue Back-lit LCD



Headset Jack for Hands-Free Access



Water and Dust Resistant



Elegant, Smart and Sturdy – Business Mobility Terminals

With basic, business, or tough-type DECT that is able to handle harsh environments - you can be assured that no matter what your needs - with Panasonic; you have the DECT Business mobility solution of your choice.

The KX-TCA256 DECT handset combines small size, light weight and durability, with a host of powerful business telephony features, while the KX-TCA155 is a good choice for users who want good basic performance at a lower cost. In addition, to handle tough environments - the KX-TCA355 ruggedised handset meets strict dust and splash resistant IP54 standards.



KX-TD7685
Basic Model



KX-TD7695
Compact Business Model



KX-TD7696
Tough Type Model

- 6-line, Blue, backlit LCD display
- Illuminated Keypad
- Multiple Language Display
- Speakerphone
- Programmable Soft Keys
- PBX functionality support
- 200 Entry Phonebook
- Headset Compatible
- 9 Ringer Melodies
- 10 Programmable Hot Key Dialling
- Vibrate Alert*¹
- Meeting Mode*¹
- IP54 Dust and Splash resistant*²

*¹ KX-TCA355 and KX-TCA256

*² KX-TCA355 only

Enjoy superb mobility whatever your business demands

Whether you work in an office, a factory, a warehouse, a supermarket, or other large facility, the Multi-Cell DECT system keeps you in constant touch with colleagues and customers even when you are untethered and moving within the work environment. Communication can easily be further extended outside the office by enabling mobile integration functionality. Enjoy the freedom to communicate - wirelessly with crystal clear voice quality. Receive your customers' calls – wherever you may be and make the most of every business opportunity that comes along.

Extending Office Mobility Wireless Communication

The KX-NCP systems allow wireless communications over an extended range by using multiple and High Density cell stations that boost the flexibility and mobility of your wireless handsets.

The system provides automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.

KX-A272
Repeater



KX-TDA0141
2ch Cell Station



KX-TDA0158
8ch Cell Station



Advanced Voice Messaging Solution

Voice guidance provides a user friendly interface to simplify and streamline business communications by efficiently routing customer calls to the proper department or agents. Further, voice mail storage facility can be used for graceful offline call handling during busy hours - increasing overall productivity and providing better customer service.

The KX-NCP systems offer three types of messaging solutions:

- 1. Built-In Solution:** Built-in 2 channel Enhanced Simple Voice Messaging (ESVM) solution.
- 2. Optional Solution:** ESVM2 (Option: KX-TDA0192) or ESVM4 (Option: KX-TDA0194) Enhanced SVM cards provide added message recording and outgoing message handling capabilities that help ensure calls from your customers are routed through properly and are always answered or processed gracefully. These optional cards can be configured to run in three modes for complete flexibility:
 - a) SVM Mode:** For Voice Mail only features.
 - b) MSG Mode:** For DISA functionality leveraging Outgoing Message recordings. The MSG mode can also support mobile telephone extension integration allowing for mobile telephones to be used as PBX extensions.
 - c) SVM + MSG Mode:** Allowing customers to have both a simple voice mail as well as DISA functionality. Companies can even upload from PC high-quality sound files (8kHz, 16 bit .wav file) that can be played as OGM recordings – for various outgoing message applications.
- 3. External Solution:** Companies requiring enhanced voice messaging capabilities beyond the functions found on the optional ESVM cards can upgrade to the external KX-TVM50 or KX-TVM200 messaging solutions providing enhanced message applications and customer service. These external optional voice processing systems come fully packed with business class voice messaging features, designed to help businesses handle every call in a courteous and efficient manner.

Voice Messaging	Option	Capacity
ESVM	Built-in	125 messages, 120 Minutes
ESVM2 (KX-TDA0192)	Optional	250 messages, 120 Minutes
ESVM4 (KX-TDA0194)	Optional	2 x 250 messages, 120 Minutes
TVM50	External	4 hours - 8 hours
TVM200	External	1000 hours

Enhanced Simple Voice Mail (ESVM)

Key applications that can be implemented using the optional ESVM cards include:

- User as well as group voice mail services
- Voice guidance based call routing
- Transfer out from voice mailbox to MSG functions
- Multi-level auto-attendant with OGM recordings
- Queue messages
- CO-to-CO end of call detection
- Mobile phone extension support

Unified Messaging with KX-TVM - Key Features:

The KX-TVM50/TVM200 offer a host of advanced voice messaging features such as:

- Single or Multi-Site Central Voice Messaging Service
- Advanced Automated Attendant Service
- E-Messaging (email notification with voice message attachment)
- Interview Service
- Voice Mail Menu on LCD of system phones for Easier Operation
- Caller Name Announcement
- Caller ID / CLIP based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Multi-Lingual Voice Prompts
- Fax Detection / Routing



With the KX-TVM50 and KX-TVM200 - together with KX-NCP platform, Panasonic delivers new levels of unified messaging solutions that can help any business achieve higher productivity.



Call Centre Solution

The KX-NCP communications platform comes with built-in sophisticated Call Centre solution flexible enough for most customer needs - allowing businesses to increase agent productivity, improve team communication visibility, efficiently route customer calls to appropriate departments, help desks or sales teams. Further - optional external ACD reporting modules can be used to generate detailed reporting.

Packed with Call Centre Features

Whatever the size of your company, efficient and courteous handling of telephone calls is a major factor in a successful business. Panasonic provides multiple solutions for small to medium Call Centres, to help control and make use of the limited resources that may be available. The following call centre features are integrated into the NCP platform - that together with built-in Communication Assistant desktop productivity applications - can solve most informal call centre business needs:

- Built-in Call Centre Features
- Intelligent and Automatic Call Routing
- Flexible Routing to distribution groups
- VIP call routing
- Automated Attendant
- Call Queue with waiting message
- Walking Extensions ('Hot Desking')
- Supervisor call queue monitoring
- Supervisor level monitoring and reporting

Further - the solutions can be expanded to suit more sophisticated call centres in combination with CTI software solutions available in the market

Intelligent Call Distribution

The NCP platform supports Incoming Call Distribution (ICD) Groups - the basic building blocks to implement Call Centre functionality. Incoming calls received by an ICD group can be distributed to Call Centre agents using supported Call distribution methods and when a pre-programmed number of agents in the group are busy, additional incoming calls can be put in a queue. Agents can also be assigned to multiple ICD groups - allowing for a smaller number of agents to handle calls in multiple ICD groups in order to operate a flexible call centre.

Agent Features

The system supports extensive standard call centre agent features. Agents can work more efficiently using the built-in features together with communication assistant desktop productivity applications. The following advanced features help increase agent productivity as well as overall business productivity:

- Agent Log-in/Log-out/Wrap-up features.
- Call Park/Retrieve with team members
- Launch customer records (CRM integration)

Supervisor Features

The NCP platform supports built-in Call Centre Supervisor features - allowing management and performance overview in real-time of calls in queue and agent call handling. The supervisor can monitor each agent member's phone status and also remotely log-in a currently logged out agent member's extension, or log-out an agent phone with a few mouse clicks using Communication Assistant for Supervisor. In addition, the supervisor extension can, using a 6-line system display telephone, also monitor various important Call Centre Statistics showing items such as:

- Total calls handled
- Average wait time
- Lost calls

Supervisor features - include:

- Group Call Monitor
- Group Call Reporting
- Remote Agent Log-in
- Silent Listen-in
- Remote Take-over Call
- Longest waiting time

A Step-by-Step Approach to Call Centre Solution

Companies requiring advanced Call Centre functionalities can use the optional ACD Report Server (KX-NCV200). This allows companies with all types of customer-facing departments as well as call centres to benefit from sophisticated real-time agent and queue monitoring, detailed performance monitoring and analysis, comprehensive reporting and overall call centre performance visualisation.

With Panasonic NCP platforms, call centre customers now have a clear choice and upgrade path for their call centre businesses. Further, businesses can supercharge their call centre businesses with the optional NCV200 ACD Report Server or third party product.



KX-NCP - Enabling Unified Communication Solutions for a networked world

For businesses, personal contact with customers is a significant factor for success. The telephone system is at the heart of all communications - without any concern as to how the communication is conveyed: via IP, by traditional telephony or by employing wireless technology. What is crucial for businesses is quality and reliability. Panasonic provides applications and solutions that address all these crucial business needs.

Hospitality

The Hospitality market requires the communications system to be flexible, economical, and easy to use, with maximum reliability and adaptability for the individual needs. The possibility of PC integration to allow guest room billing and system management has also become a requirement of this sector. Panasonic NCP Systems are perfectly equipped with all these necessary hospitality features and solutions.



Health service

A telecommunication system in nursing facilities and resident housing must have a high level of reliability to meet the requirements of staff. Panasonic NCP systems meet these requirements and offers custom-made solutions that can be integrated to support administrative tools and emergency call systems. The investment ensures security by flexible, future-safe technology.



Medical

To be able to work effectively and comfortably in a medical environment, it is necessary that the communication platform can adapt perfectly to fit the needs of the health industry. With safe wireless mobility, advanced call distribution and flexible CTI - Panasonic provides a effective solution and allows easy integration with life saving technologies.



Customer Services

We all would like to offer our customers the best service we possibly can, and while you might be the best today, what about tomorrow? Panasonic communication platforms offer service-orientated solutions, which can be expanded to meet your customer's needs now and well into the future.



Administration

Public administrators see themselves today more than ever as service providers. Their services must be carried out inspite of the increasing pressure of cost management for government, council and municipal authorities. Panasonic offers such establishments a telecommunications solution which helps them maintain and keep their costs in check.



Production enterprises

High flexibility, economy and reliability as well as adjustment to individual needs are important criteria, which communication platforms must fulfil. The Panasonic NCP outshines here as it was developed with manufacturing plants and production departments in mind. With its ultramodern design and future ready solutions, experience a new dimension of efficient communication.



Construction

Customers like to only invest in well built products, displaying them attractively and place them within a delightful environment. These same guidelines should also be followed by your telecommunication systems. When it comes from Panasonic - you are sure that all these important points have been meticulously followed - so customers can be proud to own a Panasonic system.



Logistics

Logistics requires smooth and reliable transport of information. This is why logistics companies have particular requirements when it comes to telecommunications systems. With possibility for integration into CRM solutions and mobile accessibility, Panasonic systems can become the driving force for your businesses.



Legal

The legal industry of law firms, notaries, attorneys, and solicitors etc have specific requirements when it comes to business communication.

Attorney client conversation may need to be recorded - or clients may need to be billed for calls. Law firms may prefer to have secure entrances monitored via IP cameras. The Panasonic NCP addresses all these unique communication needs of the legal industry - yet provides all these solutions in a cost effective way.



Sales

In today's competitive world, personal contact becomes ever more important to the customer. Customer satisfaction, maximum flexibility and accessibility provide the crucial lead in this sector. With a solution from Panasonic, everything that you need is already built in as standard.



