Panasonic
BUSINESS

Complete business communications, the way you want

Communication Assistant v5

Intuitive operation, intelligent communication

Trouble-free, flexible, complete business communications, anywhere and anytime you need them – all delivered via one highly intuitive software platform. What could be more relevant or valuable to a business in today's evolving commercial world?

Now, with Panasonic Communication Assistant (CA) version 5, that's available to every business, in one unified communications solution.

Combining easy point-and-click business telephony with computer-based presence, availability and collaboration tools, the software makes communication easier for every user, wherever they are, and management far more accurate and efficient.

*The platform interface can be switched between dark and light mode by the user.

One powerful platform, four focused formats

A key strength of Communication Assistant is its versatility and ability to adapt to the way a business works. Able to be used with or without a server, it is available in three formats.

Communication Assistant Basic

Perfect for the everyday user who wants to access their communications applications in one place, offering point-and-click telephony. Includes easy contact searches and the ability to check on the phone and PC status of remote workers.

- Entry-level software
- No Activation Key required
- Point-and-click operation

Communication Assistant Professional

Designed for frequent users who need real-time information on colleague availability, along with full features including Microsoft Outlook integration and real-time presence indication.

- For heavier users
- Real-time presence
- Enhanced collaboration

Communication Assistant Supervisor

For team leaders, managers and those working in in help desk or small call centre operations, CA Supervisor provides simple performance monitoring of extension groups, and the ability to oversee or take over calls in real time.

- Group membership controls
- Monitor, override or steal calls
- Live group status and performance reporting

Communication Assistant Operator Console

For any companies that needs easy, drag and drop call control, including call parking and call transferring, and centralised operations for incoming call handling, CA Operator Console is aperfect solution. It also allows system administrators to control other extension status, forwarding and presence.

- For high call-volume operators
- Drag-and-drop transfer
- Administration controls

Full functionality across the communications spectrum

Although it's easy to use and based on intuitive point-and-click operation, Communication Assistant is rich in functionality. And that functionality can be divided into two key areas – multiple-way communication and practical management.

Multiple-way communication

Enables voice, text and video to be used flexible and easily, and basic communications to be performed efficiently. It also allows users to check the presence status of colleagues, and people in other departments and offices, allow them to choose the most appropriate contact method for any given situation. For maximum versatility, it also means network cameras and doorphones can be linked to the business communication eco-system.

Practical management

Allows users to easily create conference groups, handle processes and integrate management functions to support teams in contact centre environments.

Key system features

Presence

Live presence or absent status can be controlled and displayed within the PC application and can automatically synchronise with both mailbox greetings and proprietary telephone displays for consistency throughout the telephone system.

Chat

Instant text messaging makes one-to-one communication easy, even during live phone calls and voice conferences.

Network camera and doorphone integration

By integrating a network camera and doorphone, visitors can be checked by both voice and video.

User-friendly operation

Search all, copy and call, and chat to call, all make operation simple, straightforward and entirely convenient.

Microsoft Outlook integration

Users with Microsoft Outlook can integrate quick dial, call handling and contact pop-ups for faster, easier operations. Notifications, delivery and playback of mailbox messages and recorded conversations are all possible through Outlook Unified Message.

Thin client support

To access the benefits of thin client environments, Communication Assistant with CA Server can be quickly deployed with either Citrix XenApp or Windows Terminal Services.
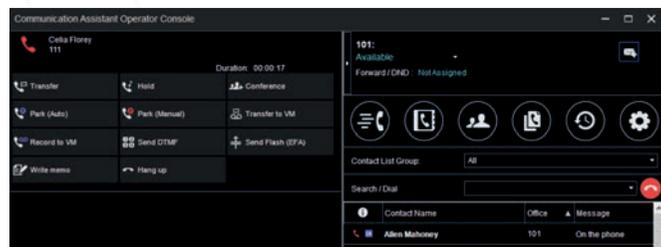
Conference

Create eight conference groups of up to 32 people, simply by dragging and dropping members from the contact list.
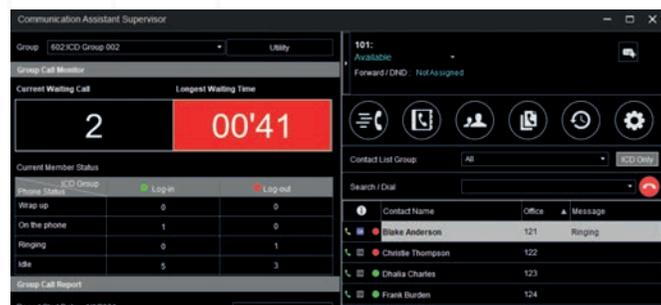

Drag + Drop
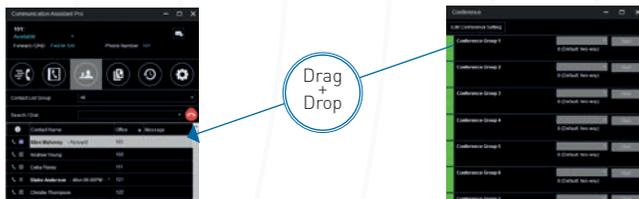
Easy call transfer (CA Operator Console)

Transferring a call is as simple as dragging and dropping the active call to the relevant contact.

Agent support (CA Supervisor)

Build a simple call centre without needing the complexities of a server installation. That includes monitoring, joining and even stealing live conversations.

Multi-site networking (CA Professional, Operator Console, Supervisor)

CA can be used across multiple sites, with a single CA Server connecting up to four PBX sites, or eight sites connected through multiple CA Servers.

*The platform interface can be switched between dark and light mode by the user.

The solution for multiple sectors

Corporate users
As communications between employees become ever-more complicated and managed across multiple locations, Communication Assistant allows them to be managed more quickly, more accurately and more efficiently than ever before, with interruptions to the working day kept to an absolute minimum.

Media
Nowhere is high-speed, time-pressured work more obvious than in the world of media. Communication Assistant allows communications between departments, across multiple locations, to happen instantly, meaning deadlines are met and response times are minimal.

Travel
The travel industry is susceptible to a whole range of external influences, such as cost, exchange rates, international events, natural disasters, and, as seen most recently, health epidemics. Flexible, fast communication is the key to managing this level of change, and Communication Assistant is the idea way to respond to it effectively, in real time.

Retail
Service is the cornerstone of retail success. And communication is the key enabler in delivering great service. Communication Assistant reduces the need for physical movement between locations, allows multiple departments to stay in touch with each other at all times and allows greater management throughout a multi-layer retail organization, with fast, accurate service a key attribute.

Hospitality
When budgets are tight but demands remain high, first-rate communication can be the difference between satisfied and dissatisfied customers. By ensuring the best possible level of communication – both external and internal – at all times and across all locations, Communication Assistant is the perfect partner for any modern hospitality business.

Experience complete communications and the easiest of operation
Talk to our Panasonic specialist today

Visit **business.panasonic.com.au/communication-solutions/applications/communication-assistant**