ilink Kommunikationssysteme GmbH

CRM EXTENSIONS FOR PANASONIC COMMUNICATIONS ASSISTANT

Improve Customer Service
and enhance Employee
Office productivity.

ilink CRM Extensions for Panasonic Communicaitons Assistant

ilink CRM Extensions for Panasonic Communication Assistant is a software utility specially designed to enhance Panasonic Communication Assistant allowing easy to use integration between desktop or online Customer Relationship Management (CRM) databases.
ilink connects with the CRM databases, identifying incoming calls with a pop-up display and allows the user 'one click' access to full customer records, speeding up response times and improving customer experience.

At a Glance:

i•link
computer meets telephone

Key features include:
• Integrates on-premises and cloud based CRM systems with CA v4
• Can look up contact details using online phone books in Austria, Germany and Switzerland
• Displays screen pop with contact details of the caller
• Enables additional ways to dial phone numbers using drag-and-drop call command, copy & paste and keyboard hotkey
• Custom ODBC databases can be integrated
• Software supports English and German languages.

ilink CRM Extensions for Panasonic Communication Assistant supports most standard desktop and online web-based CRM systems as well as web phone books. The software can also be configured to work with custom ODBC. Setup is simple and easy with high level of employee adoption. Get the most out of your CRM software by using ilink CRM for Panasonic CA.

Supported CRM Systems

The following CRM systems are currently supported by ilink CRM Extensions for Panasonic CA.

• Sage Act! 2011/2012 Pro./Premium
• IBM Lotus Notes 8.5
• Microsoft Dynamics 2011
• Sage CRM 7
• Maximiser 11

• Sugar CRM
• Salesforce.com
• Netsuite
• Goldmine 9 Premium

Support for additional CRM applications may be provided in the future*
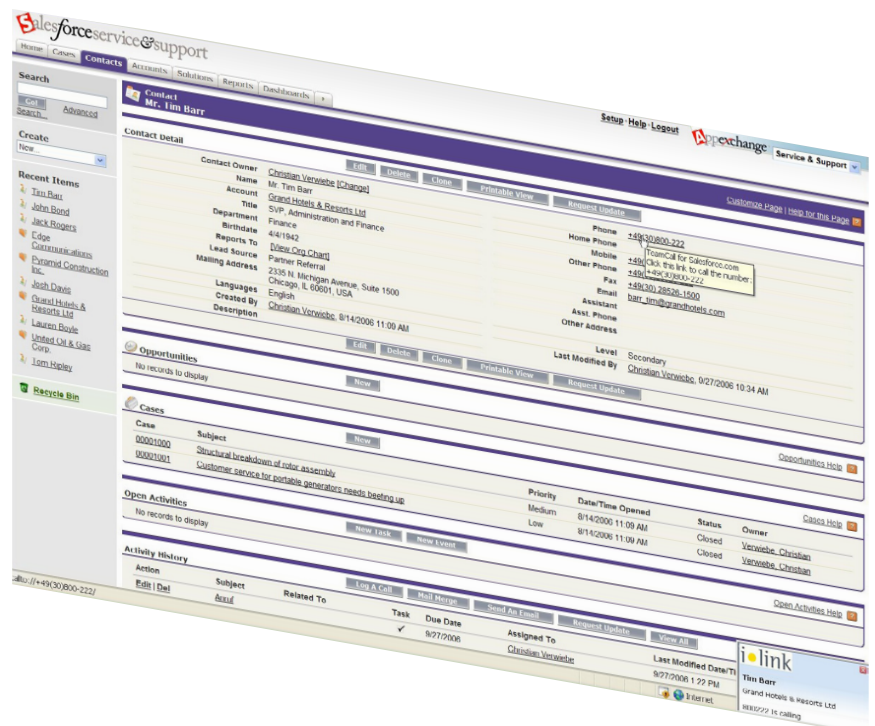
Supported Web Phone Books

The following internet phone books services are currently supported.

• Telefonbuch.de (Germany)
• Das Örtliche (Germany)

• Search.ch/local.ch (Switzerland)
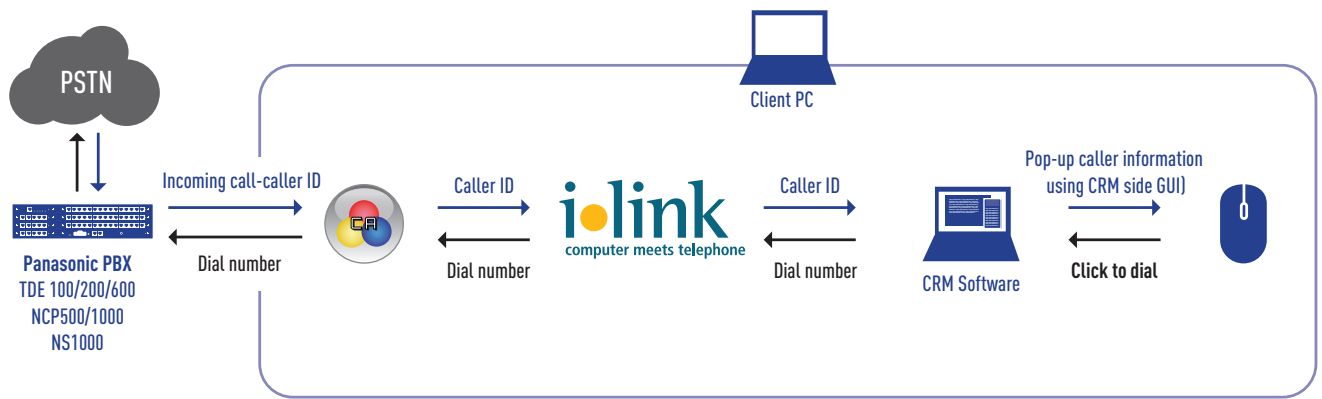• Herold.at (Austria)

Custom ODBC Support

Users can also add their own databases when the database is accessible via ODBC. This gives the user the freedom to integrate with all kinds of databases, e.g. Microsoft Access.

* based on market demand

Product Ordering Information

Part Number	Description
IlinkPCRMX-01	ilink CRM Extensions for Panasonic CA V.4 (single user license)

Latest version of software: http://www.ilink.de/en/products/Panasonic-CRM

The iLink software works for 30 days before requiring a user registration of the license code.

Pricing Information

For pricing information – please contact your local Panasonic reseller.

Compatibility

Platform Model	MPR Version (* or later)	Supported CA versions
KX-TDE100/200/600	From MPR version 4.10*	CA Version 4 (CA Pro, CA Console, CA Supervisor)
KX-NCP500/1000	From MPR version 4.10*	
KX-NS1000	From MPR version 1.00*	

PC requirements

Operating system	CPU	Ram	HDD
Microsoft® Windows® XP, Vista, 7	Minimum Pentium® 2GHz	Minimum 2GB	Minimum 5GB

Panasonic Communication Assistant (Ver. 4) must be installed.

Language Support:
1. German : If PC OS is German, ilink application is automatically set to German.
2. English : If PC OS is not German, ilink application is automatically set to English.

Support and Services

Service	Description
Support	For Germany / Switzerland / UK / Belgium / Netherlands. Please contact your local Panasonic sales company. For all other countries - pls contact: panasonic-support@ilink.de
Support Language:	English, German
Support website	http://www.ilink.de/en/products/Panasonic-CRM/

Software Assurance:
The software comes with 1st year minor updates,bug fixes and after-sales technical support (included). Customers needing support after 1st year - need to renew their software license. Please contact your Panasonic reseller or ilink representative for further details.

ilink CRM extension is a non-Panasonic product and as such final responsibility of supporting this product rests with ilink.

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Panasonic
ideas for life

Panasonic Corporation is one of
the largest electronic product
manufacturers in the world,
comprised of over 680 companies.
It manufactures and markets a wide
range of products under the Panasonic
brand to enhance and enrich lifestyles
all around the globe.