Panasonic

BUSINESS

Design Your Business Communication

Panasonic Smart Hybrid PBX for the SMB Market Brings You Unified Communication

The Panasonic KX-NS700 Smart Hybrid PBX is a cost effective legacy and IP communication system for small and medium sized companies that can be flexibly configured and expanded according to the your needs.

The KX-NS700 has advanced features and starts from 6 extensions, up to 262 extensions with 3 expansion units.

KX-NS700 is also a unified communication system which has rich IP features such as mobile linking, integrated voice mail and e-mail, instant messaging (chat), and presence information.

It can also use built-in applications such as a call centre solution, mobile solution, and voice mail system to provide more efficient work and increased customer satisfaction.

Saving Costs is Top Priority

Saving Costs by Adopting a Hybrid System

KX-NS700 can utilize the benefits of a hybrid system to help businesses lower costs and allow a quick return on investment. It can also be linked with the Panasonic KX-NS1000 to enable expansion to other offices with a low investment.

Saving Communication Costs

The adequate IP capacity of the KX-NS700 enables you to combine both IP and legacy trunks according to your needs, to construct systems that are flexible and cost effective.
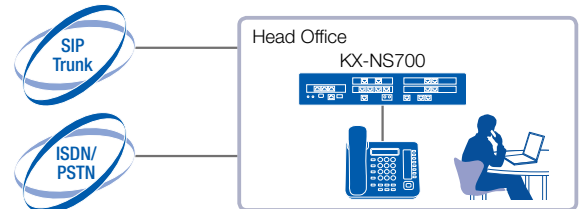
Saving Network Costs

By connecting the KX-NS700 units in different offices with an IP network, you can construct a network that integrates both voice and data. This enables extension calls between offices over the IP network, and reduces costs.
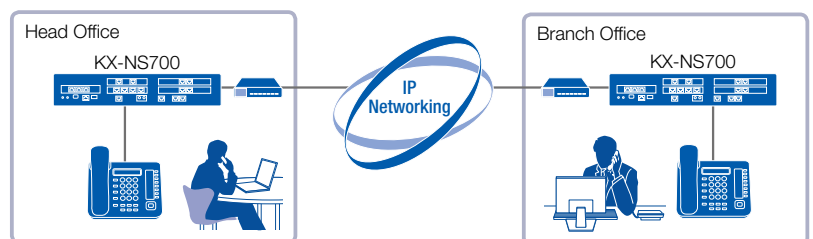

Saving on Initial Investment

The KX-NS700 can utilize an IP network to use IP phones as head office extensions, without installing extra KX-NS700 units or special routers at remote sites (Built-in Media Relay Gateway). In other words, migration to an IP network enables installation costs to be saved.

▶ **Built-in PMS Interface**

The KX-NS700 supports a built-in PMS interface, which allows the KX-NS700 to directly communicate with PMSs (Property Management Systems) such as hotel applications. This offers a big cost advantage because users are not required to purchase any external interface equipment to connect PBX and hotel applications.
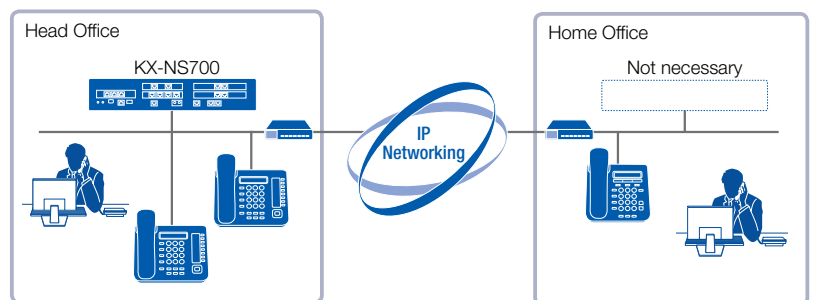

Saving Costs with a DECT Wireless System

The new IP-CS KX-NS0154 supports LAN Synchronization for constructing wireless systems with lower costs using a smaller number of units than the existing IP-CS KX-NCP0158. Since Media Relay Gateway is also supported, it can be easily installed in home offices to enable easy adoption of a wireless system.
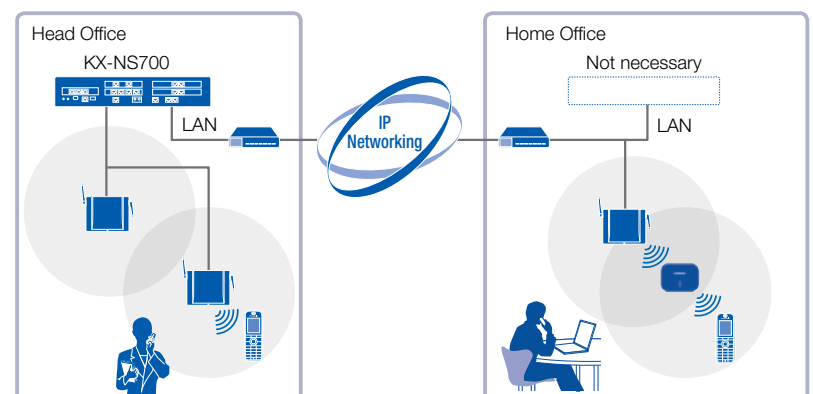
Saving Costs when Expanding

The One-look Networking function enabled by linking with the Panasonic KX-NS1000 lets you control the entire system including other offices with a single KX-NS1000. Since existing devices can also be used, the system can be expanded with reduced running costs and investment costs.
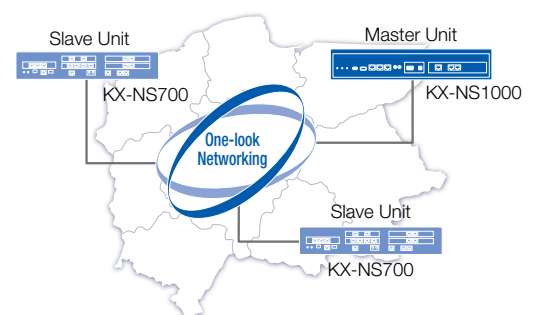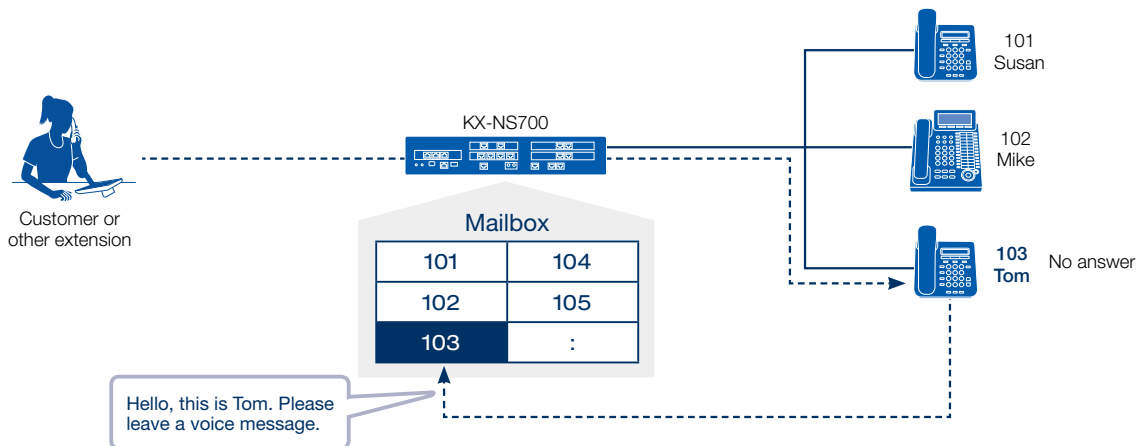
Helping to Improve Customer Service

Improving customer satisfaction is the key to succeeding in business.
The KX-NS700 provides services for smoothly responding and following up on customer queries.

Voice Mail System

Customers can leave voice mail if they call when you are away. The KX-NS700 can record a maximum of 24 channels and 400 hours.

Customer or other extension

KX-NS700

101
Susan

102
Mike

103
Tom   No answer

Mailbox

101	104
102	105
103	:

Hello, this is Tom. Please leave a voice message.

E-mail Notification

KX-NS700 also sends e-mail to notify you when you have new voice messages. The messages can also be received as attachment files and forwarded. E-mail notification can also be sent for missed calls where the customer did not leave a message, enabling you to quickly contact the customer.

Customer

A customer leaves VM or disconnects the call without leaving VM.

Office

KX-NS700

With VM attached/ missed call notification

E-mail server
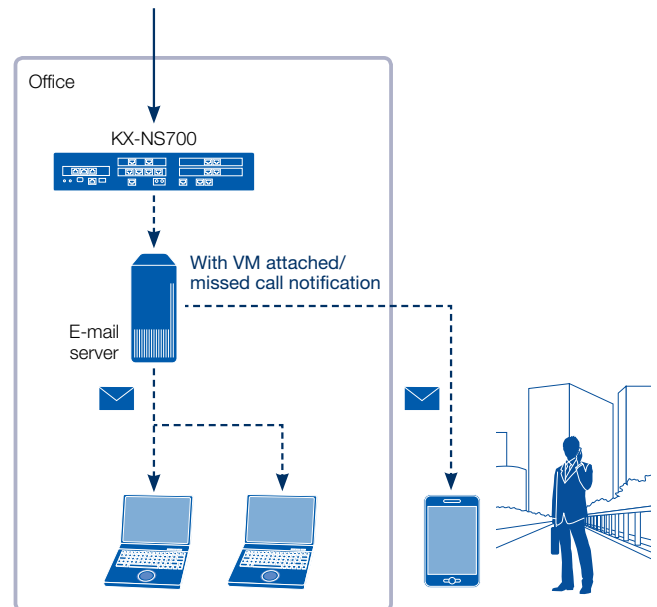
Smart Remote Extension

Recent business requires customers to be contacted anywhere and anytime.
As long as the KX-NS700 is in an environment that can connect to the internet, it can enable IP equipment to be used as extensions for easily contacting people.
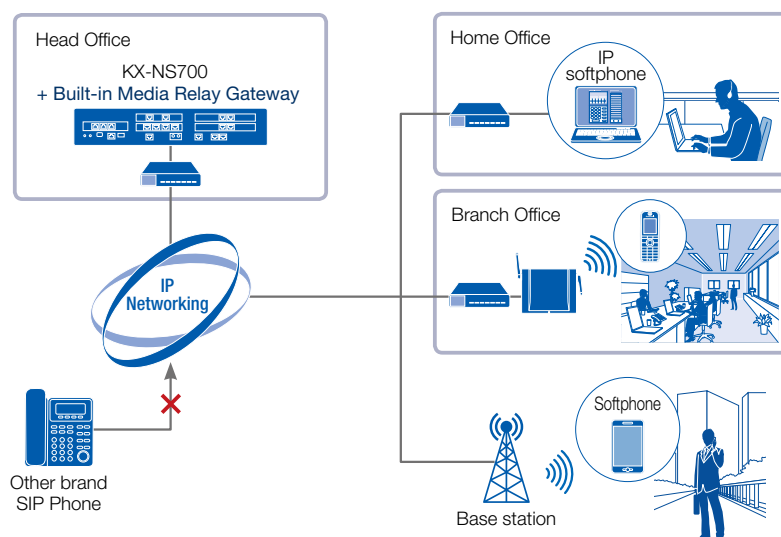
Remote Extension Setup

KX-NS700 enables you to install IP phones in locations distant from the office, such as the homes of teleworkers. By connecting with IP networking, IP phones[1] and DECT wireless systems[2] can be configured remotely and used as KX-NS700 extensions. Furthermore, workers using a softphone on a smartphone or PC can also use IP phones as KX-NS700 extensions.
MRG enhances network security by rejecting connections from non-Panasonic SIP phones when a SIP extension remote connection occurs[3].

[1] KX-NT500 series, KX-UT series, IP softphones, and third party SIP phones are supported.
[2] When using the KX-NS0154
[3] This function can be turned on/off in the system settings.

Head Office
KX-NS700
+ Built-in Media Relay Gateway

IP Networking

Other brand SIP Phone

Home Office
IP softphone

Branch Office

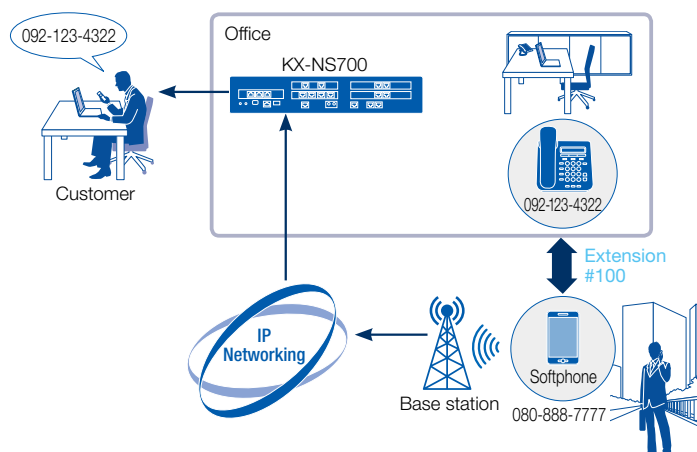Softphone

Base station

Using Smartphone as Extensions

Softphones on smartphones used by mobile workers can be installed as KX-NS700 extensions, meaning they will not miss calls as long as they are in a Wi-Fi®/3G/4G/LTE environment, whether they are at the office or away.

Customer

Office
KX-NS700

Cellular phone network

IP Networking

Base station
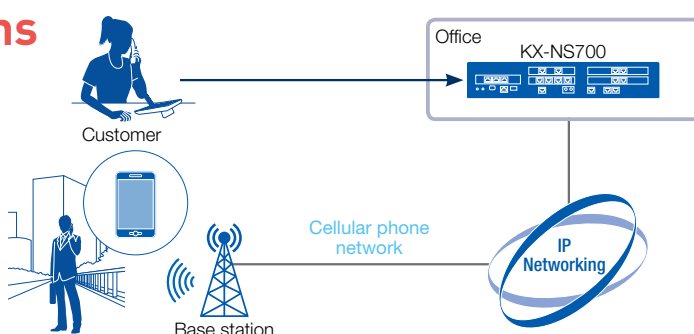
One Numbered Extension

IP phones such as a desk phone or softphone can be paired to use a single number.
When you make a call, the customer is notified of your office phone number instead of the number of your cellular phone. This means you only need to notify the customer of your office phone number.
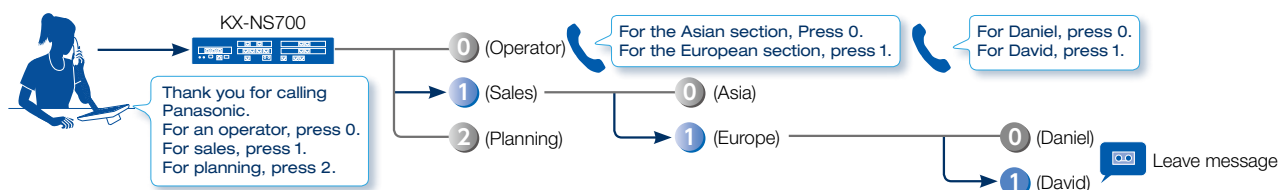
092-123-4322

Office
KX-NS700

Customer

092-123-4322

Extension #100

IP Networking

Base station

Softphone

080-888-7777

5

Continually Improving Work Efficiency

It is always important to understand the changes in customer needs and improve the support provided by staff. Continually performing these measures leads to improved work efficiency.

Automatic Reception with Voice Guidance

The KX-NS700 can connect customers to the appropriate section or operator according to their query in call routing with voice guidance. It can also prompt the customers to leave a voice message when the operator is away. Human resources currently used for operators can be assigned other work.

KX-NS700

Thank you for calling Panasonic.
For an operator, press 0.
For sales, press 1.
For planning, press 2.

0 (Operator)
1 (Sales)
2 (Planning)

For the Asian section, Press 0.
For the European section, press 1.

0 (Asia)
1 (Europe)

For Daniel, press 0.
For David, press 1.
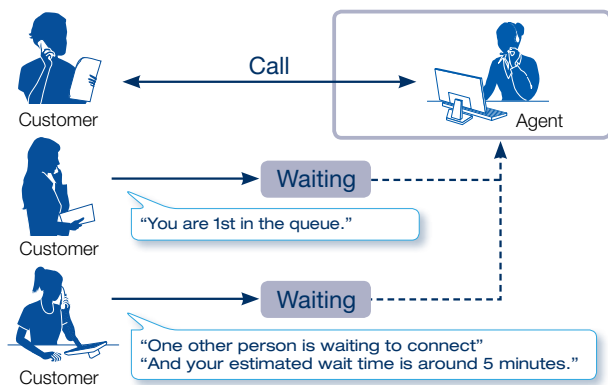
0 (Daniel)
1 (David)

Leave message

Call Centre Function

The KX-NS700 includes an advanced call routing function for small to medium size call centres. This function can be used without an external CTI server. More efficient call reception enables you to effectively utilize limited resources to assist in improving work efficiency.
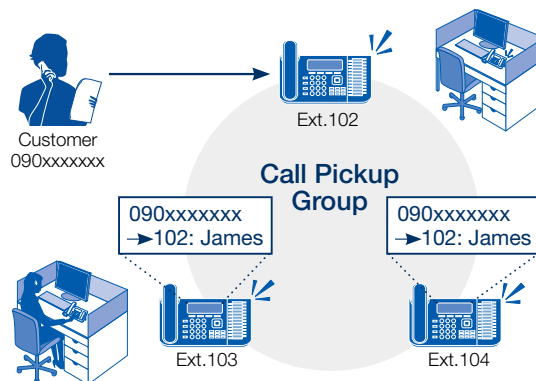
Automatic Voice Guidance for Customers

The caller can recognise their position in the queue through voice guidance. They can then decide whether to stay in the queue or leave a message and hang up, according to the situation.

Customer

Call

Agent

Customer

Waiting

"You are 1st in the queue."

Customer

Waiting

"One other person is waiting to connect"
"And your estimated wait time is around 5 minutes."

Call Pickup Group Monitor

When receiving a call with members of a pickup group, it is possible to notify the other members by displaying the extension number/name, enabling the other members to take the calls.

Customer
090xxxxxxx

Ext.102

Call Pickup Group

090xxxxxxx
→102: James

090xxxxxxx
→102: James

Ext.103

Ext.104

Auto Recording and Backing Up Data

The KX-NS700 can be used to automatically record conversations with customers, which can be listened to by supervisors, saved to an external server, and used to understand problems or opportunities relating to customer service.

Office

Record conversation

KX-NS700

Customer

Agent

Save the voice data
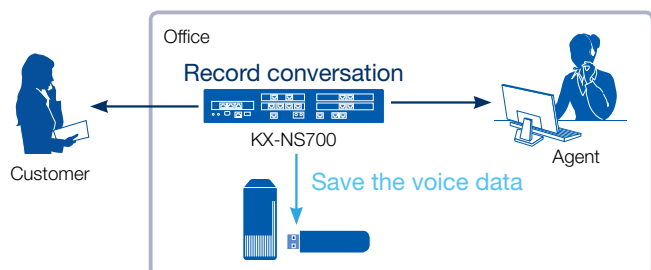
Monitoring Callers and Call History Report

The supervisor can monitor the live status of call centres to understand on-site problems and improve them.
Reports can also be used to understand problems or opportunities relating to customer service. Reports data can be saved to an external server.

Monitor

Report

Various Communication Methods for Making Work More Efficient

Flexible communication methods including voice, image and data sharing are essential in current business situations. Communication Assistant (CA), UC Pro and the Mobile Softphone application provide you with the communication methods that meet your needs.

Communication Assistant (CA)

CA is a highly intuitive PC-based application suite with powerful point and click telephony and screen-based presence, availability, and a variety of collaboration tools. It can be used with or without a server.

CA Basic-Express/CA PRO For Personal Productivity

You can easily make calls by simply searching from a customisable contact list. You can also see the phone status and PC status of employees in remote rooms or branches from the PC on your desk.
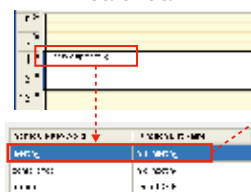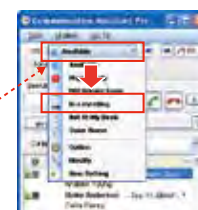
CA Basic-Express/CA PRO
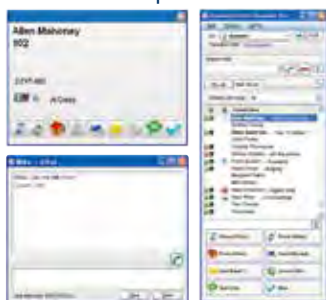
Integrating Microsoft® Exchange Server with CA

When Microsoft Exchange Server is integrated with CA Client, your presence will automatically change according to the contents of your Exchange calendar.

Microsoft Exchange calendar

CA Client Exchange integration settings

CA Client presence changes

UC Pro (Professional UC Application)[1][2]

UC Pro supports multiple devices such as PCs and mobile phones and provides collaborative functions, including presence management, audio/text/video chat, and synchronization with Outlook® Calendar. Mobile clients can communicate with an account that is also registered to their PC, so they can take care of business while out of the office. For Windows® users, screen sharing is also available, which makes voice communication smoother by enabling you to share information visually.

Mobile Softphone[1][2]

The Panasonic Mobile Softphone for smartphones is a SIP based softphone that includes a video communication feature and does not require a server at the end user site. With the addition of support for Push Notifications, you can receive calls without running the application, saving the smartphone's battery life. It also comes with SIP TLS features, which enhance security by hiding SIP passwords from crackers.

Dialling   Video Call

With Partner Applications[1]

Partner applications enable you to enhance and customise the functions of the KX-NS700 to meet the needs of specific industries such as hotels, healthcare, and call centres.

*1 An internet connection (Wi-Fi/3G/4G/LTE) is required to use the application on mobile devices such as smartphones or tablets.
   Voice quality may depend on the network environment.
*2 The application can be installed via the App Store or Google Play™.

Download on the App Store

GET IT ON Google Play

IP Proprietary Telephone

KX-NT560

- 4.4 inch Backlight LCD Display
- 4 x 8 Self-Labelling, Flexible CO Buttons
- Full Duplex Speakerphone
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Built-in Bluetooth® for Headset
- Available in Black and White

KX-NT556/ KX-NT553

KX-NT551

Option
KX-NT505

Digital Proprietary Telephone

KX-DT546

- 6-Line Backlight LCD Display
- 24 Flexible CO Buttons
- Full Duplex Speakerphone
- Available in Black and White
- Option: KX-DT590

KX-DT543

KX-DT521

Option
KX-DT590

IP Phone (SIP)

KX-HDV430

- Video Communication
- 4.3 inch Backlight LCD Display
- Colour Touch Panel
- 3 x 8 Self Labelling, Programmable Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- Built-in Bluetooth for Headset
- EHS support
- Available in Black and White

KX-HDV330

KX-HDV230

KX-HDV130

DECT Portable Station

KX-TCA185/KX-TCA285/KX-TCA385

- 1.8 inch Colour LCD
- Noise Reduction
- DECT Paging
- Vibration

Standard

Compact

Tough

IP Camera (SIP)

Communication IP Camera

KX-NTV150

- Video Communication
- Dedicated Camera for the KX-NSX/NS series
- Built-in Wi-Fi
- Power-over-Ethernet (PoE)/ AC Adapter
- One Touch Calls
- Auto Dialling with Sensor
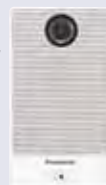
IP Video Doorphone

KX-NTV160

- Video Communication
- Dedicated Camera for the KX-NSX/NS series
- IP43 Support
- Power-over-Ethernet (PoE) only
- One Touch Calls
- Auto Dialling with Sensor

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