

**SAMSUNG**

**Enterprise IP Solutions**

[www.samcom.com.au](http://www.samcom.com.au)



## **Samsung** Messaging Solutions

Making your business operate  
so much more efficiently



## Samsung Messaging Solutions

In today's highly competitive business environment, it's important to make a good first impression. Every incoming call to your business should be answered, whether or not there is a staff member available.

Samsung's OfficeServ Messaging Server is designed to simplify and strengthen your communications, providing outstanding messaging features to complement the powerful call processing capabilities of the OfficeServ communications platform.

OfficeServ Messaging Server ensures your customer calls are always answered professionally with features such as personalised Voicemail, Automated Attendant, comfort messages for Automatic Call Distribution (ACD) and incoming call queues, email delivery of voicemail messages and remote fax retrieval. For busy people who are regularly away, either somewhere else on site or out of the office, Samsung's Messaging Server lets you be away from your desk – but not out of reach.

OfficeServ Messaging Server can also help your business reduce the number of missed or abandoned calls, increasing efficiency and improving the level of customer service your business provides 24 hours a day, 7 days a week.



## Personalised Voicemail

Samsung Voicemail offers advanced call facilities and puts the user in control by allowing voice messages to be left when staff are busy or out of the office. Users can record their own personal greetings (busy, no answer, out of office, on holidays)

With the aid of either voice instructions or the screen prompts on the **OfficeServ** handset LCD screen, all employees can easily navigate Samsung voicemail. Samsung Voicemail allows users to reap the benefits of streamlined office messaging the first time they pick up the phone. Users are alerted to messages via a message waiting lamp or the LCD screen of their OfficeServ handset.

Samsung Voicemail goes one step further, allowing users to intelligently route callers with different greetings and employing call routing based on time of day, day of week, caller ID and DDI.



**As well as standard Voicemail functionality at the touch of a button, users can access a host of other features:**

- create and send messages to a group (sales, support group)
- record important conversations and even personal reminders
- remotely access voice messages
- change automatic greeting based on time and date
- forward messages direct to mailbox
- screen calls through answer machine emulation





## Auto Attendant – 24 hour receptionist

Incoming calls are never kept waiting to be answered with Samsung's Auto Attendant. The Auto Attendant can answer multiple calls simultaneously; providing different greetings for each extension or department. Auto Attendant can, in effect, create a simple contact centre structure within your organisation, allowing you to route calls for individual extensions or groups as necessary. The Auto Attendant can act as your organisation's front line for customers' first point of contact or as a reception overflow during peak periods.

External callers are prompted by the Auto Attendant to enter their choice of destination without the need for a receptionist to handle the call. If no destination is selected within a specified time, the call is automatically directed to the pre-specified destination. Automated Attendant is an ideal solution for busy departments – such as reception areas and call/response centres – or out of hours periods.

Samsung Auto Attendant can also be customised for up to 99 time periods to truly reflect the individual nature of your working pattern e.g. daytime, evening, lunch and holiday periods.

## Remote Fax Retrieval

Samsung Messaging Server provides advanced fax messaging features designed specifically to enhance the use of fax documents within your organisation.

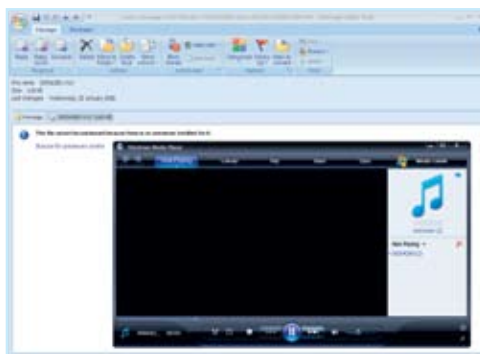
Using Faxmail, incoming faxes can be stored in your own personalised mailbox and accessed at your convenience. Utilising the Automated Fax Retrieval capability can save your business time and money. Frequently requested documents such as price lists and order forms can be stored in your Messaging Server's memory for callers to download to their own fax machine freeing up your fax resources.



## Email Gateway – Voicemail and Fax Direct to your Inbox.

With a simple click of the mouse, Samsung Messaging Server's Email Gateway feature gives users the ultimate tool to access and manage all telephone, fax and email messages directly from their inboxes (Up to five email destinations available per message).

Whether you're on the road or in the office, you can receive, respond to, transfer and forward voice, emails and faxes with ease and efficiency. New voicemail and fax messages are presented in email inboxes as WAV or TIF file attachments with time and date summary information. Clicking on the voicemail message attachment brings up your internal media player allowing you to play, stop, pause and replay messages at your convenience. Similarly, by clicking on fax message attachments, faxes can be viewed using your standard imaging software and printed out if required.



### Email Gateway has a host of other great features:

- Forward voice and fax messages to other recipients via email.
- Deliver fax messages as email attachments and view them as an image file.
- Store and categorise voicemail and fax attachments for future access and reference.
- Remotely access your office voicemail and fax messages from your PC or PDA .
- Create a private fax number for privacy and confidential documents.
- Standard SMTP Compliant.

**NB:** Fax to email conversion is a cost option and not supplied as standard on the **OfficeServ** 7200 and **OfficeServ** 7400. Fax delivery is not supported on the **OfficeServ** 7100.

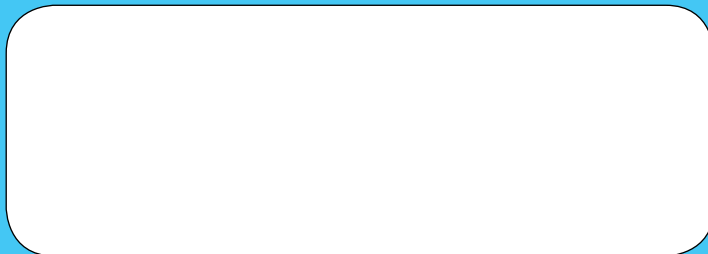
## Simplify and strengthen your communications, providing outstanding call processing and messaging features.

Across Australia and around the world, the Samsung name is associated with innovation, quality, reliability and value. Our commitment to research and product development ensures Samsung's reputation as a provider of the world's most intelligent telecommunications products will continue.

If you would like more information about the best telephone system for you please contact your local Samsung Specialist or visit our website at [www.samcom.com.au](http://www.samcom.com.au)

For further information contact your

**Authorised Samsung Communications Specialist**



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Samsung Messaging Server is available on all Samsung OfficeServ 7000 series range and is provided standard on OfficeServ 7100. Additional software and hardware is required on the OfficeServ 7200 and OfficeServ 7400.

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Samsung's policy is to seek continuing improvement therefore specifications listed may be subject to change.