

**SAMSUNG**

**Enterprise IP Solutions**

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## **Samsung OfficeServ CTI**

Computer Telephony  
Integration (CTI) Solutions



## Samsung OfficeServ CTI Solutions

Communications play an increasingly important role in our relationships and today's business world. How effectively we communicate with our customers, colleagues and suppliers can ultimately determine our commercial success.

Samsung **OfficeServ** CTI meets the modern challenges of managing communications and information, providing a link between two previously separate systems, your communication system and your PC. By utilising the full power of both, Samsung **OfficeServ** CTI offers substantial benefits in enhanced customer service and personal productivity.

Samsung **OfficeServ** CTI simplifies communications so that almost any organisation can experience its benefits - either individually or across an entire network. Samsung's **OfficeServ** CTI applications suite is designed to enhance the **OfficeServ** system's functionality and usability and consists of:

**OfficeServ Link\***

**OfficeServ Easyset\***

**OfficeServ Call\***

**OfficeServ Operator**

**OfficeServ Softphone**

**OfficeServ Email Gateway ^**

**OfficeServ Manager\***

**OfficeServ Dataview**

**OfficeServ ACD Call Centre +**

\* Supplied as standard with all new Samsung **OfficeServ** systems

^ Refer to **OfficeServ** Messaging Solutions brochure

+ Refer to separate **OfficeServ** ACD Call Centre brochure

Microsoft TAPI compliant, Samsung **OfficeServ** communication systems are compatible with a wide range of industry standard CTI applications. The **OfficeServ** Link application is a software application, providing support for **OfficeServ** applications and for third party "TAPI" based applications.



## OfficeServ Easyset

**OfficeServ Easyset** is an easy to use, web-based application that allows you to configure an **OfficeServ** handset to your preferred setting at the click of a mouse. With **OfficeServ Easyset**, users do not need to learn complex system codes that are traditionally used to perform these functions.

### WORK SMARTER AND MORE PRODUCTIVELY

- Empower each user to take command of their communications
- Make simple programming changes without the expense of calling a service technician
- Change your speed dial and call forwarding easily and simply



### KEY FEATURES

Program **OfficeServ** handset buttons

Modify **OfficeServ** handset name and password

Change call forwarding, speed dials and do not disturb

Change volume settings, time and date format

View call history and set absence messages visible to

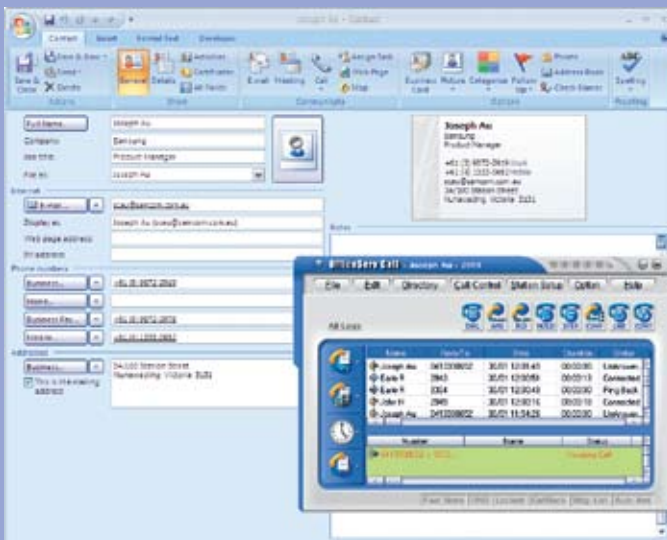
**OfficeServ** Operator users



## OfficeServ Call

**OfficeServ Call** is an advanced call management application that gives users simple access to the features and functionality of their Samsung **OfficeServ** handset directly from their PC desktop.

Integration with Microsoft Outlook enables calls to be dialed directly from the contacts folder and details of incoming callers are automatically presented. This allows users to take greater control of their call activity at the click of a mouse.



### INCREASE PRODUCTIVITY

- Save time by dialing contacts at the click of a button
- Eliminate the frustration of misdialled numbers
- Simplify using centralised contact databases
- Set up personal functions easily and efficiently
- Access information on staff status and availability

### KEY FEATURES

Database integration with Microsoft Outlook, Microsoft Access and DDE compatible applications.

Dial direct from Microsoft Outlook contacts and 'screen pop' Outlook contacts where Caller ID is available

Program shortcut keys to dial phone numbers visible on your screen

Dial and answer calls with a click of the mouse

Display the status of other extension users with Busy Lamp Field displays

Flexibility to use centralised or built in Call contact database

View call history including missed calls (where Caller ID is available)



## OfficeServ Operator

A receptionist is often a customer's first point of contact in an organisation, and making a positive, professional first impression is imperative for customer satisfaction. **OfficeServ Operator** is an easy to use PC-based console specifically designed for frontline staff (operators) so that they can handle high volume call traffic as smoothly as possible. **OfficeServ Operator** works in conjunction with the Samsung **OfficeServ** handset.

For businesses with multiple locations, the multisite operator when used with Samsung's network protocol allows a centralised operator to manage calls for the enterprise. This maximises efficiency and reduces staff costs with no loss of customer service.



### PROCESS CALLS FASTER AND MORE EFFICIENTLY

- Determine the number of calls waiting and identify the callers at a glance
- Use simple drag and drop mouse operations and keyboard shortcuts to speed up call processing
- Redirect recognised calls instantly to the destination without having to answer the call

### PROVIDE PROFESSIONAL AND PERSONALISED SERVICE FOR CALLERS

- Use caller information to answer calls according to initials or caller ID
- Transfer calls directly to a recipients voice mailbox
- View staff availability and messages set by staff using **OfficeServ Easyset**

### KEY FEATURES

Easy to navigate graphical user interface (GUI)

Control calls from the desktop

Use either mouse or keyboard shortcuts for flexible and intuitive call control

Display the status of each extension on the system with the Busy Lamp Field display

Review extension information across the entire system, such as call forwarding set, number of unread voicemail and absence messages

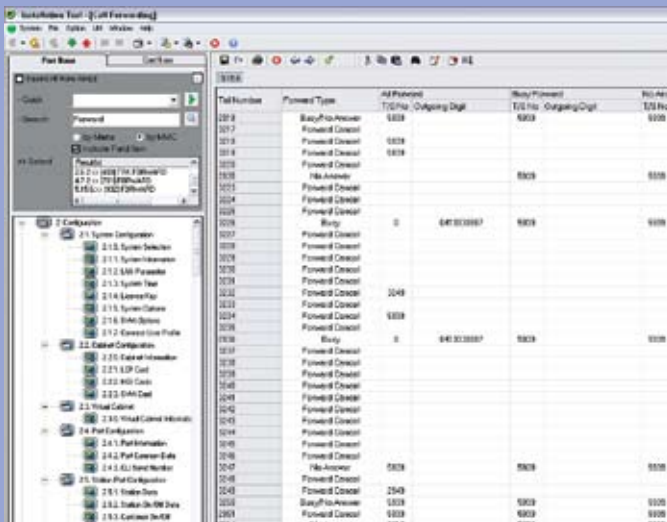
Create and view customised BLF in groups within your organisation, e.g. Sales, Support, Accounts



## OfficeServ Manager

**OfficeServ Manager** is the main configuration tool for Samsung **OfficeServ** systems and includes an administration mode and a supervisor mode.

Administration mode allows System Managers or other authorised users to configure the elements of the system that directly affect users, such as station names, passwords, ring types and a range of other parameters. The supervisor mode allows complete access to all of the system configuration details, without the need to call a service technician.



### STREAMLINE BUSINESS OPERATIONS AND REDUCE COSTS

- Make simple changes in-house, e.g. **OfficeServ** handset names, call forwards and speed dial
- Control your **OfficeServ** system by making changes in real time
- Remotely program, upgrade and diagnose your **OfficeServ** system, and eliminate the need for an engineer to visit your premise, guaranteeing you the best backup support no matter where your organisation is located.
- For multisite organisations, administer all your systems from a central location.

#### KEY FEATURES

Make simple, everyday changes to your **OfficeServ** system without the need to contact your communication systems provider

Allows better control and easy management of communication resources

Access the configuration database of the **OfficeServ** system

Upgrade the software located on the system's flash memory card or make backups of the system configuration files

Set up different access levels to avoid unauthorised programming of sensitive areas

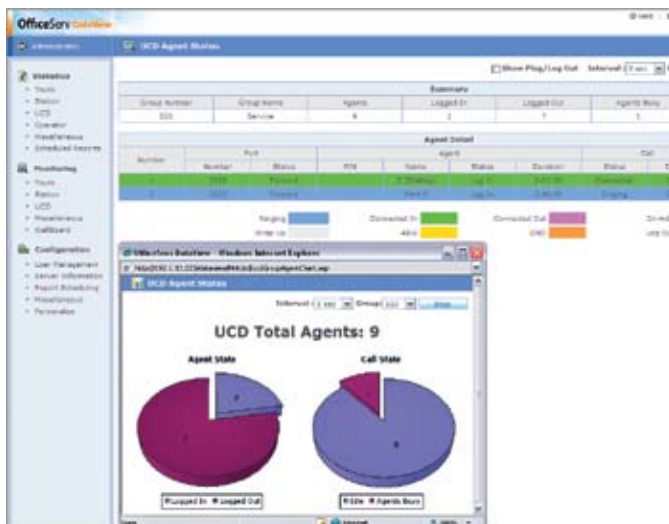
Available as a PC application or in a web based version



## OfficeServ Dataview

Ideal for call centre environments and organisations requiring reporting, **OfficeServ** Dataview provides statistical reports, real time monitoring and scheduled reports on the call traffic of a Samsung **OfficeServ** system using a web-based user interface.

**OfficeServ** Dataview provides high level integration with the **OfficeServ** Automatic Call Distribution (ACD) system, and includes detailed monitoring and reporting on Queues, Agents and Trunks, plus a comprehensive selection of data that meets most call centre requirements - Total Calls, Calls Answered, Abandoned Calls, Talk Time and Average Wait Time.



### MONITOR CUSTOMER SATISFACTION LEVELS

- See the real time status of call centre queues and agents
- Create personalised Wallboards showing number of calls waiting, available agents and abandoned calls
- Apply thresholds on Wallboard fields to display alerts, e.g. an excessive amount of calls in a queue would be highlighted in red allowing supervisors to manage the volume by logging in more agents
- Measure call centre staff performance, especially that of trainees, and maintain quality control

### KEY FEATURES

Personalise Wallboards showing agent statistics and call queue statistics

Access 15 different live reports to monitor trunks, stations, call centre, operator and VM/AA activity

Access over 40 statistical reports on trunks, stations, voicemail, call centre and operator group statistics

Schedule reports for daily, weekly or monthly statistics

Set up automatic emailing of scheduled reports to managers and supervisors

Access graphical views of historical and real time reports

Export/print reports and graphs to Excel with one click

Centralised storage and reporting for multiple **OfficeServ** systems (max. 8)

## OfficeServ Softphone

Every time you leave the office, irrespective of distance or geographical location, you can have the comfort and functionality of your office phone right there on your PC, laptop or PDA\*. **OfficeServ Softphone** is a PC-based application for mobile professionals and telecommuters that provides full handset and telephony functionality at the click of a button without the need for a physical phone. Softphone users can log in from home, interstate or overseas across a broadband connection and simulate their office environment with full telephony functionality.



### WORK SMARTER AND INCREASE PRODUCTIVITY

- Access enterprise communications remotely
- Display up to 99 buttons with an add on module feature, sufficient for programming busy lamp fields, feature access or speed dial keys
- Create a better connected, more integrated mobile workforce
- Avoid the expensive costs associated with hotel communications and mobile charges, especially when travelling overseas

### KEY FEATURES

Utilise entire **OfficeServ** handset telephony functionality with access to direct indial calls, internal calls, voicemail, personal and system directories

Use point and click operation

Operate with a headset/USB phone

Choose from various types of phone appearances to suit your specifications

Access the video^ facility included as standard (NB webcam required)

\* PDA versions are subjected to running on compatible Windows Mobile Operating Systems

^ For **OfficeServ** Softphone video operation across the public internet, a VPN or equivalent is required

For further information contact your

**Authorised Samsung Communications Specialist**



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www.samcom.com.au

Please note some Samsung **OfficeServ** CTI applications are not supported on Apple Mac operating systems and/or terminal services environments. Samsung **OfficeServ** CTI application suite requires software license available from Samsung Authorised Communication Specialists.

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