

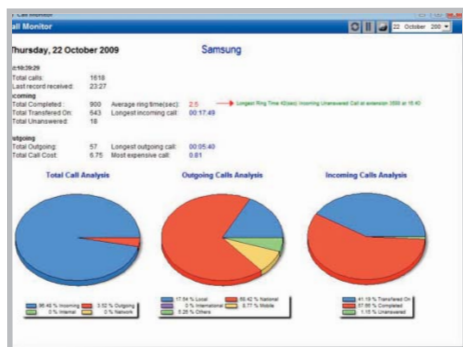
A choice of effective tools

Samsung OfficeServ Call Reporting has been designed to offer organisations of any size the ability to maximise the use of staff, telephony and IT resources. Using historical call statistics, extension, groups of extensions, DDI and trunk activity can be analysed to assess call traffic and users efficiency, so that you can:

- Verify call costs, including multiple carriers
- Calculate call handling capacity and traffic flows
- Manage staffing levels to meet fluctuations in demand
- Create concise billing information for cost centres, extensions, clients and campaigns
- Create automated or on-demand reports in standardised Excel, Word, HTML and email formats.

Call Monitor

Call Monitor module is a powerful tool for identifying key statistics for your core business activities, including analysis of data relating to a particular group e.g. sales team, switchboard operators, or a particular inbound number.



Call Monitor will highlight key statistics for 'today', such as number of calls made and received, total call cost and most expensive calls, and present the information in easy to understand charts and graphs.

The resulting insights can then be used to maximise staff levels during key times of the day and minimise the wastage and costs from unsolicited inbound and outbound calls.

Configurable System Wallboard

The latest primary traffic details can be displayed on a desktop PC or via a wallboard, to provide supervisors and/or staff with an easy to view summary of current

performance of groups, extensions or DDI numbers. The wallboard module allows up to 9 individual information fields to be customised for any group, to show one of the 20 available options, including total talk time, total incoming or outgoing calls, total answered or unanswered calls, average response times, most expensive call, total call cost to date, and percentage answered and unanswered.

DDI report

Specifically monitors inbound calls to your DDI numbers giving performance figures for the grade of service and Percentage of Calls Answered (PCA). Caller Tolerance will help you to understand how long customers are prepared to wait to be answered.

Call back report

Provides intelligent analysis of missed calls to give a concise list of callers who have not been called back or who called in again successfully within a certain period or between a selected range of dates.

Flexible reporting for a tailor-made solution

For businesses that provide outbound call services to clients and third parties or wish to segment billing costs, Samsung OfficeServ Call and Contact Centre Reporting also includes over 60 standard and flexible reports that can be customised to your exact requirements.

Included are costing, response and traffic analysis reports which can be filtered by outgoing, incoming, DDI, Campaigns, account (PIN), tandem, internal, network, carrier, trunk and CLI. These reports can be automated to automatically be distributed, via email, in various formats such as MS Excel or MS Word as well as HTML and .csv saving you time.

Multi-site management

Samsung Contact Centre Reporting can effectively monitor an unlimited number of sites centrally. Using the very latest in IP data collection techniques, remote site data can be made available real-time over a LAN or WAN. The system constantly checks for any potential drops in connection so you can be sure that your analysis is correct and up to the minute. For additional resilience, data collection units can be used to store and periodically send data to the central system. Also local sites can have their own individual analysis.

OfficeServ Call Reporting

OfficeServ Application Specifications

SAMSUNG

KEY:

S – Standard, O - option

Real-time statistics	S
Call monitor	S
Historical extension reports	S
Scheduling of extension reports	S
Reports in multiple output formats	S
Email delivery of extension reports	S
System wallboard	S
Extension group analysis	S
DDI activity reporting	S
System traffic report analysis	S
Multi level reporting	S
Client server working	S
Multi site reporting	O

System requirements

OfficeServ Call Reporting

- Dedicated Dual Core PC, 2.0GHz or faster
- 32 or 64 bit Windows XP Professional, 7 Professional, Server 2003 /2008
- Minimum 1GB RAM (2GB preferable)
- 900MB Hard Disk Free Space
- CD-ROM drive



Please contact Samsung Support for advice on how to specify the server/pc requirements for combinations of the products (OS Voice Recording, OS Contact Centre Agent and Reporting and OS Call Reporting).

* Features and specifications are subject to change without prior notification

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