

OfficeServ Call

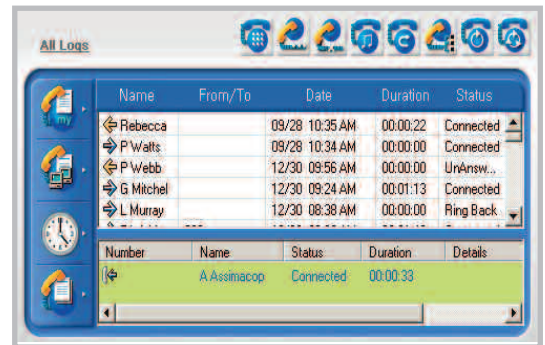
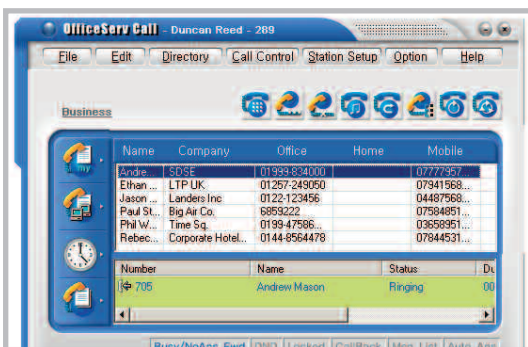
OfficeServ Application

Creating Desktop Efficiency

Ready for Action, Ready for Business

All businesses face the challenge of finding the right technology to help improve their efficiency and increase productivity. OfficeServ Call achieves this by making the rich functionality of the Samsung OfficeServ platform accessible to all users within an organisation.

OfficeServ Call provides users simple access to the functionality of their Samsung handset directly from their PC. Integration with Microsoft Outlook enables calls to be dialled direct from the contacts folder and details of incoming callers to be automatically presented. This allows individuals or multiple users to take greater control of their call activity at the click of a mouse.



With intuitive 'point and click' operation each user is able to control their extension settings. A range of incoming and outgoing call information is displayed and logged on screen and enables details to be entered against specific calls via a notes facility.

Ideal within customer service, professional services, sales, informal and formal call centres OfficeServ Call makes managing and handling your extension as simple as possible by:

- Simplifying frequently used features with an intuitive and user-friendly interface.
- Sharing phonebooks across your network, improving productivity and management.
- Recording your own call activity, allowing you to review and trace the history of those important calls.
- Re-routing your calls at pre-set time. Ideal for the user who wants to stay in contact when they are in or out of the office.
- Make calls directly from Outlook contact folders, giving fast and easy telephone access to clients and colleagues
- Screen popping. Automatically presenting incoming callers details as each call is delivered
- Highlighting the status of other users with the Busy Lamp Field.
- Handling calls efficiently with 'drag and drop' control

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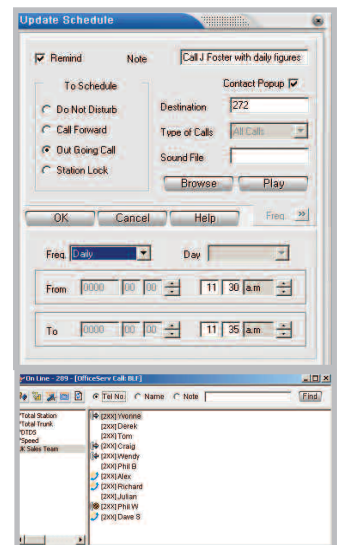


Get smart with your desktop

OfficeServ Call opens up the sophisticated functionality to the desktop of the OfficeServ user by presenting the user with a simple intuitive interface that removes the need to remember feature codes. From making calls by double clicking on a contact, to setting your remote forward, OfficeServ Call brings the power of the Samsung OfficeServ to your PC desktop. The Busy Lamp Field enables users to view and monitor the real time status of other users or trunks. The BLF can also be used to 'drag and drop' your active call to another user, making a call transfer as simple as possible. OfficeServ Call also allows the user to quickly review missed calls, identifying urgent or important customers, and with a click of a button return the call immediately.

OfficeServ Call 'screen-popping' allows the user not only to know in advance who is calling, but also review and update their contact history on-screen. By identifying the CLI information of incoming calls, OfficeServ Call can search it's in-built contact database or your own *Outlook or *DDE compliant database for a match and then present the relevant customer information on to the user 's PC screen together with the call.

In addition, Station Scheduling Services also allow users to automate the activation of extension settings and plan their call activity throughout the day, week, month etc. For example, calls can be set to forward to a mobile during out-of-hours and to reception during lunch breaks. Outbound calls can be scheduled with a visual reminder presented on-screen for the user at the exact pre-determined time.



Main Features

Scheduler services

- Outgoing calls
- Call forwards
- Do Not Disturb
- Station Lock

Call Logs

- Incoming Calls
- Outgoing Calls
- Missed Calls
- Received Calls

Call Control

- Make, release and transfer a call
- Simple access to voicemail
- Set up conference calls
- Continuous dial (Automatic Re-dial)
- Call redirect
- Page
- Real time BLF

Station Set Up

- Call Forward
- Review your message list
- Activate/ Deactivate Do Not Disturb
- Programme your Station Message

Directory Services

- Outlook integration for outbound dialling
- Outlook integration for inbound screen popping
- Local or Shared Phonebooks
- Import from Excel

Technical Requirements

Systems

OfficeServ Call uses a "client – server" architecture. The client is normally a user's existing PC and the server is a dedicated PC that runs the OfficeServ Link and Call applications.

PC running OfficeServ Link & Call applications:

- Recommended OS: Windows 2000 or later
- CPU: Intel PIII 800MHz (minimum) or faster
- Hard Disk - 500 MB or more
- Memory Capability - recommended: 256 MB+
- LAN interface card
- For systems supporting over 20 simultaneous clients a Server specification machine is recommended for OfficeServ Link.

Client PC:

- Operating System: Windows 2000 series / Windows XP
- Needs to be running TAPI 2.1 or higher
- Pentium III 500MHz running
- Memory Capability - recommended: 256 MB+
- LAN interface card