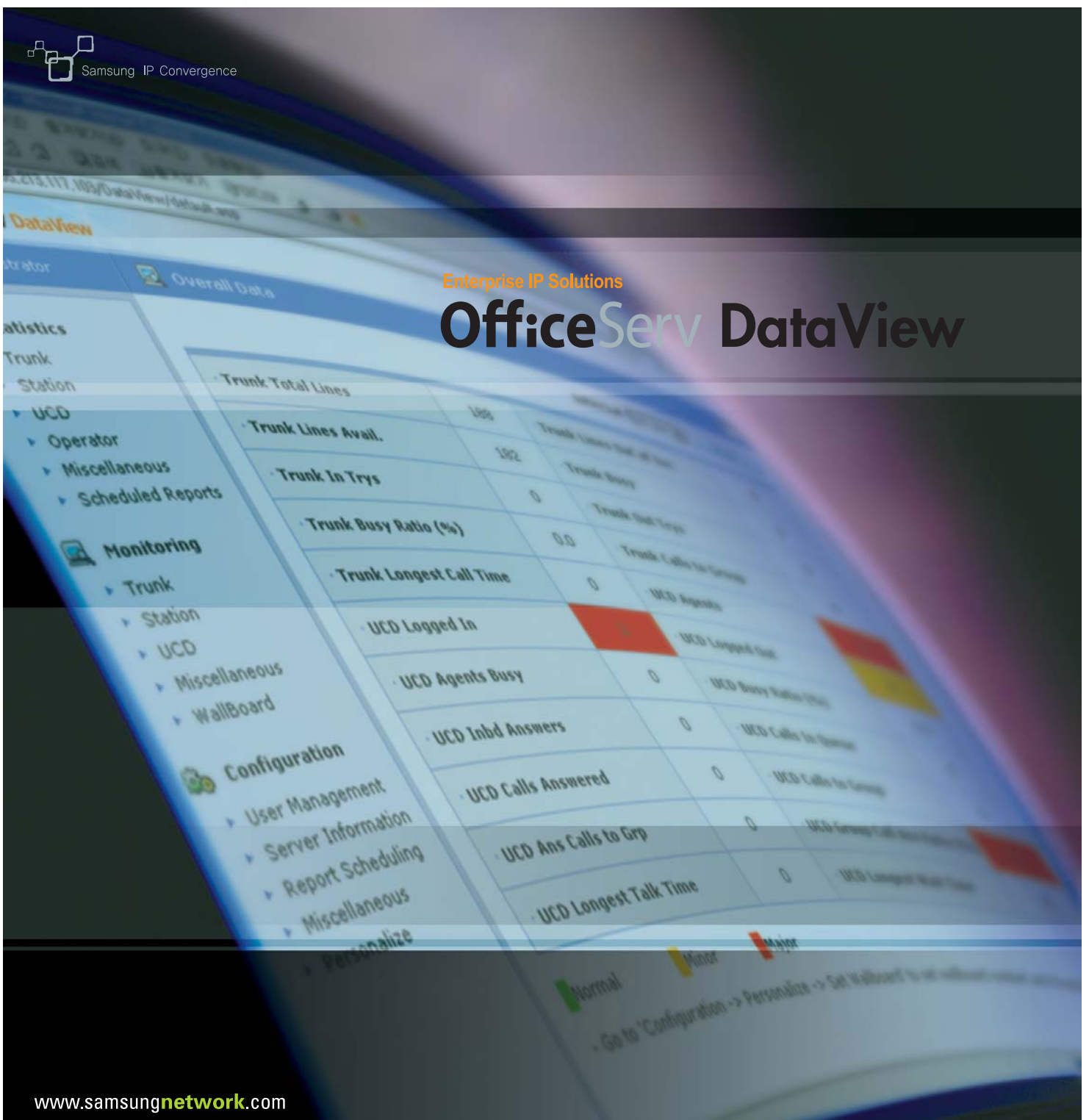


Enterprise IP Solutions

OfficeServ DataView



www.samsungnetwork.com

Optimum management for OfficeServ system

OfficeServ DataView is a call center monitoring and historical reporting package as well as a comprehensive traffic reporting and analysis tool for OfficeServ system management.

DataView provides statistical reports, real time monitoring information on system usage, web-based user interface and periodic reports on the call traffic of OfficeServ system.

DataView is connected to the OfficeServ system by OfficeServ Link and consists of server components and web-based application.

Users can open Web page of OfficeServ DataView on any PC which is connected to the network.



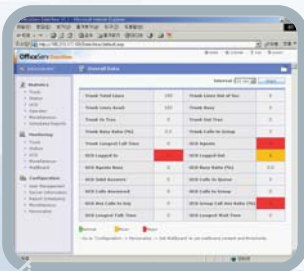
Functions & Features



DataView Monitoring



DataView Statistical Report



DataView Wallboard

System Requirements

Wallboard : Wallboard available in the OfficeServ DataView shows the status of system resources at a glance. Concretely, Wallboard traces real-time changes of selected items and raise an alarm when a value exceeds the specified threshold.

The OfficeServ DataView offers key features for traffic management and call center monitoring :

- _ Data stored in a MS Access software database or SQL server
- _ Web-based client specifically designed for Internet Explorer software
- _ 47 statistical reports track trunk, station, VM, and AA, as well as ACD/UCD and operator group statistics
- _ 18 live monitors track trunk, station, UCD, operator and VM/AA activity
- _ Report scheduling for daily, weekly or monthly statistics - Up to 18 reports can be generated for each interval
- _ Wallboard
- _ Multiple Monitoring Windows

OfficeServ DataView inter-works with the OfficeServ system. The PC where the OfficeServ DataView will be installed should meet the requirements below.

O/S

- _ Windows 2000 Series
- _ Windows XP Professional
- _ Windows 2003 Series
- _ NTFS File Format

CPU

- _ Pentium IV 1GHz or higher

Memory

- _ 512M Byte or higher

Network Interface

- _ 10/100 BASE-T

Database

- _ MDB or Microsoft SQL Server 2000 or higher
- But, if you use MDB, the database file size is limited to 2 GB.

System Interface

- _ OfficeServ Link

*All Product specification and appearance are subject to change without notification.