



SAMSUNG



Enterprise IP Solutions

OfficeServ Operator

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First impressions count. So it is imperative that incoming calls are managed as professionally and efficiently as possible by your front line staff. That's why Samsung has developed PC-based operator solutions that make handling high volume call traffic as smooth and simple as possible.

OfficeServ Operator is fully integrated with your voice and data infrastructure to maximize the responsiveness of customers' first point of contact with your organization.

With the simplicity of 'point and click' operation, or using the optional console keyboard, incoming and internal calls can be more effectively managed to their final destination using a variety of features including:

Busy Lamp Field Indication: to quickly view the status of each extension on the system and to control calls with mouse operation.

Easy Setup & Configuration: to install and start OfficeServ Operator as easy as plug and play.

DID-based Service: to help organize call traffic more efficiently and distribute calls to other operators.

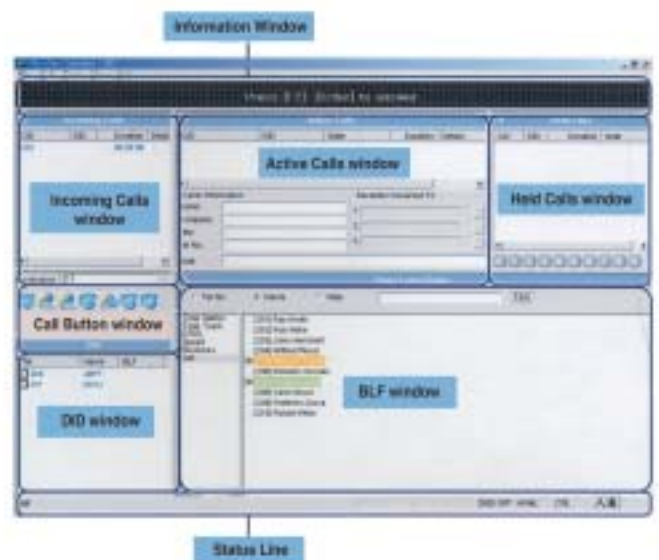
Powerful Hold: to hold a call with reminder, and/or with a target, to park a call on an orbit or a station, and to automatically repeat holding actions on recalled calls using single key access.

Contact Information: provide caller name for all calls and detailed information for active calls.

OfficeServ Operator inter-works with the OfficeServ system (or iDCS 500 system). The PC where the OfficeServ Operator will be installed should meet the requirements below:

Windows 2000 Series, Windows XP Professional
Pentium III / 500 MHz or higher

» OfficeServ Operator



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