

**SAMSUNG**

Enterprise IP Solutions

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## **Samsung OfficeServ**

ACD Call Centre

Interactive Voice Response (IVR)



## OfficeServ ACD Call Centre

Samsung **OfficeServ** ACD Call Centre is specifically tailored for mid sized organisations or corporate departments requiring a sophisticated customer interaction management solution for 10 to 100 agents. This server based application integrates with the **OfficeServ** 7000 range of communication systems, and is designed to enhance customer service levels, lower call abandonment rates, increase staff productivity and accountability.

### INTELLIGENT ROUTING

**OfficeServ** ACD Call Centre intelligently prioritises and manages all incoming calls by ensuring each customer is answered by the most appropriate skilled agent. Callers can also be routed to their preferred agent by applying rules based on their caller line identification (CLI), number dialled, or by using custom announcement features to allow users to direct their call.

### ANYWHERE ADMINISTRATION

ACD Supervisor uses the latest web technology to administer all aspects of your call centre. The easy to use interface makes setting up and managing call routing, queue settings, agent assignments and other system parameters a simple click of the mouse.

### LIVE FEEDBACK

Whether you are the manager, team leader or agent, our dedicated wallboard, live web monitoring systems and personal agent performance indicators will constantly keep you up to date with real time call centre activity that is important to you.

### SCALEABLE MODULAR SOLUTION

Lets you choose components that match your operational and budgetary requirements, plus the flexibility to add more modules with additional functionality as and when required.

### CALL RECORDING

For security or quality control purposes, all calls taken via Agents can be recorded on demand and stored for retrieval and playback at a later date.

#### KEY FEATURES

Single point intuitive web-based administration

Simple agent toolbar with performance indicators

Multiple queues, each uniquely configurable

Queue prioritisation and skill based routing

Customisable completion codes and agent break reasons

Real time monitoring, call tracking and historical reporting

Soft wallboard and text messaging facility

Remote agent support

On demand voice recording for legal or training purposes

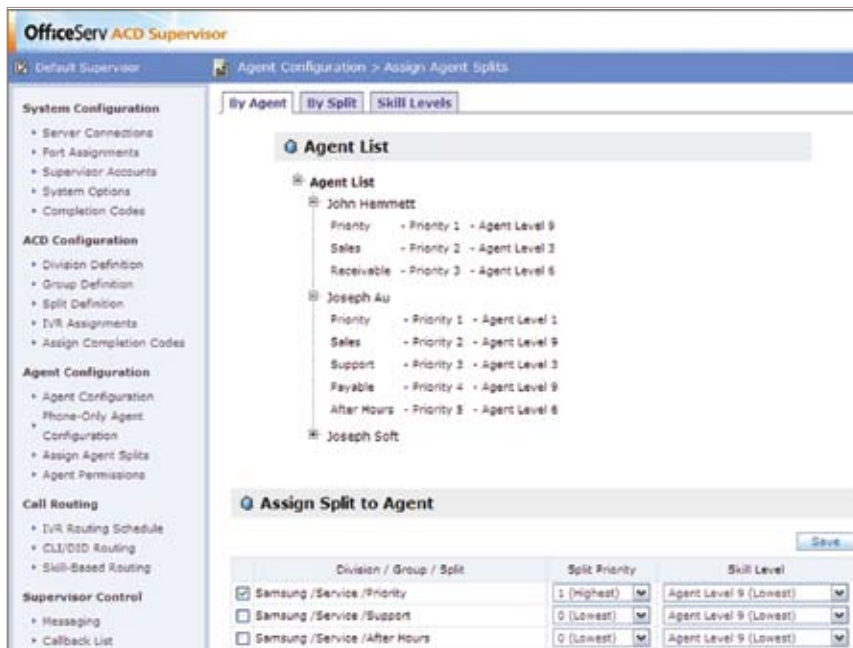
Text to speech capability

(Ability to speak a line of text to callers)

## ACD SUPERVISOR

Call Centre administration and maintenance is now simplified with ACD Supervisor's intuitive user interface. Using web-based technology, the ACD Supervisor can be accessed from any location on the network to administer all aspects of your system. With a simple click of the mouse, systems settings can be viewed and changed in real time to proactively maintain service levels.

- Set up multiple queues with ease
- Increase agent productivity with call blending
- Live monitoring of queues and agent activity
- Full audit trail of all Supervisor changes



## ACD REPORTING

Similarly, ACD Reporting utilises web technology to deliver real time and historical call centre statistics, queue service level and agent performance. Other added features include call tracking facility through caller information, graphical charts and real time service level indicators.

- Clear picture of call centre activity
- Provides a consistent level of service
- Export reports to Microsoft Excel format

**Split Summary Report**  
 Period: 12/08/2008 - 16/08/2008, 08:00 - 18:00  
 Service Level Threshold: 60 sec  
 08/08/2008 11:12, Report generated by Default Supervisor

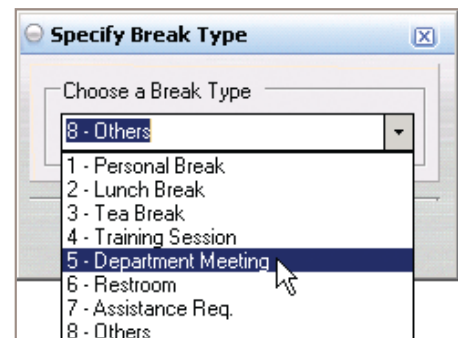
| Date            | Total     | Agd Rptd  | Tx2Phone | Callback | Ans       | Abd       | Ans Trsf | Abd Trsf | Ovf In   | Ovf Out  | Ans %       | Svc Lvl     | Avg Wait (Ans)  | Avg Wait (Abd)  |
|-----------------|-----------|-----------|----------|----------|-----------|-----------|----------|----------|----------|----------|-------------|-------------|-----------------|-----------------|
| <b>Total</b>    | <b>42</b> | <b>42</b> | <b>0</b> | <b>0</b> | <b>27</b> | <b>15</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>64.3</b> | <b>74.1</b> | <b>00:00:29</b> | <b>00:00:06</b> |
| <b>Priority</b> |           |           |          |          |           |           |          |          |          |          |             |             |                 |                 |
| 13/08/2008      | 1         | 1         | 0        | 0        | 0         | 1         | 0        | 0        | 0        | 0        | 0.0         | 0.0         | 00:00:00        | 00:00:06        |
| 15/08/2008      | 3         | 3         | 0        | 0        | 2         | 0         | 0        | 0        | 0        | 0        | 100.0       | 0.0         | 00:01:04        | 00:00:00        |
| Sub Total       | 3         | 3         | 0        | 0        | 2         | 1         | 0        | 0        | 0        | 0        | 66.7        | 0.0         | 00:01:04        | 00:00:00        |
| <b>Sales</b>    |           |           |          |          |           |           |          |          |          |          |             |             |                 |                 |
| 12/08/2008      | 8         | 8         | 0        | 0        | 8         | 0         | 0        | 0        | 0        | 0        | 100.0       | 100.0       | 00:00:00        | 00:00:00        |
| 13/08/2008      | 8         | 8         | 0        | 0        | 4         | 1         | 0        | 0        | 0        | 0        | 80.0        | 100.0       | 00:00:17        | 00:00:00        |
| 14/08/2008      | 8         | 8         | 0        | 0        | 3         | 2         | 0        | 0        | 0        | 0        | 60.0        | 66.7        | 00:00:49        | 00:00:17        |
| 15/08/2008      | 20        | 20        | 0        | 0        | 12        | 8         | 0        | 0        | 0        | 0        | 60.0        | 66.7        | 00:00:38        | 00:00:06        |
| 16/08/2008      | 4         | 4         | 0        | 0        | 1         | 3         | 0        | 0        | 0        | 0        | 25.0        | 100.0       | 00:00:00        | 00:00:00        |
| Sub Total       | 39        | 39        | 0        | 0        | 28        | 14        | 0        | 0        | 0        | 0        | 64.1        | 80.0        | 00:00:27        | 00:00:06        |



### ACD AGENT

Call centre agents are presented with a simple 'toolbar' on their desktop PC allowing them to perform basic telephony functions as well as agent duties. The fully customisable toolbar provides complete functionality for agents, leaving the desktop clear for other business applications.

- Real time visibility of queuing and call activity
- Informative screen pops appear when calls are received
- Wrap up time and completion codes



Agents have the ability to log themselves out and select a reason for their absence. This is fully customisable and can be reported using the ACD Reporting Application

Within the desktop view, each agent has visibility of the statistics of the queues to which they have been allocated, as well as their personal performance indicators.

### ACD WALLBOARD

Vital real time information for the call centre can be prominently displayed in customisable formats using the ACD Wallboard application. Supervisors have a simple snap-shot of call traffic and activity to evaluate the current performance of queues and agents. A typical wallboard might display the following information.

- Number of waiting calls
- Abandoned Calls/Day
- Logged in Agents
- Agent status
- Total inbound calls
- Current wait time
- Idle Agents

Thresholds can be set to provide early warning signals of potential service level issues.

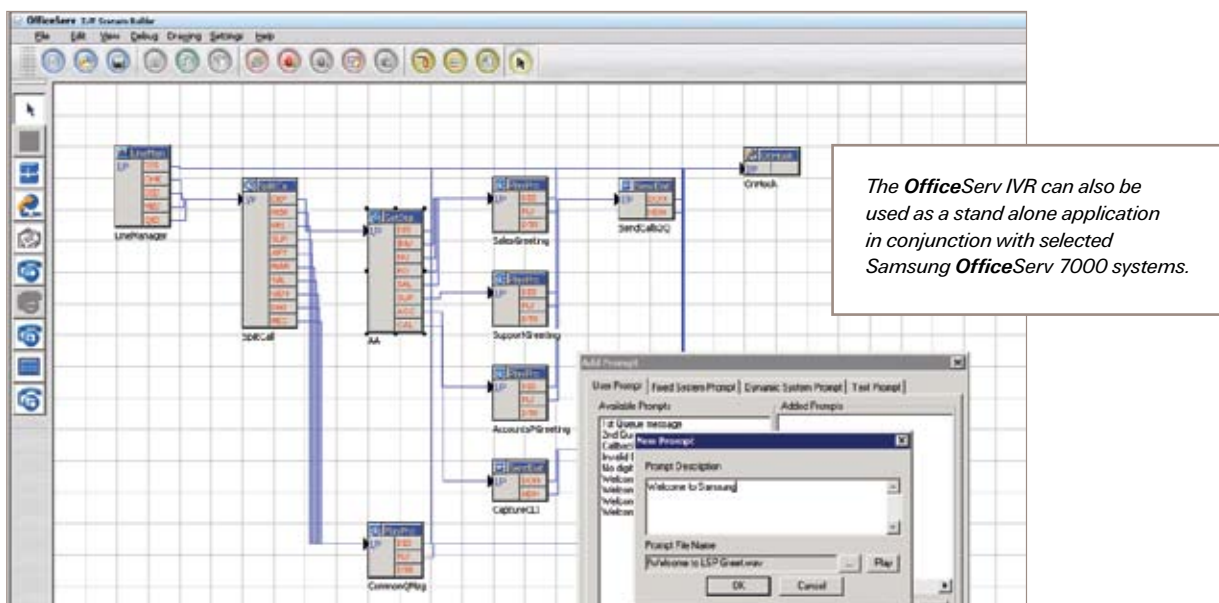




## OfficeServ Interactive Voice Response (IVR)

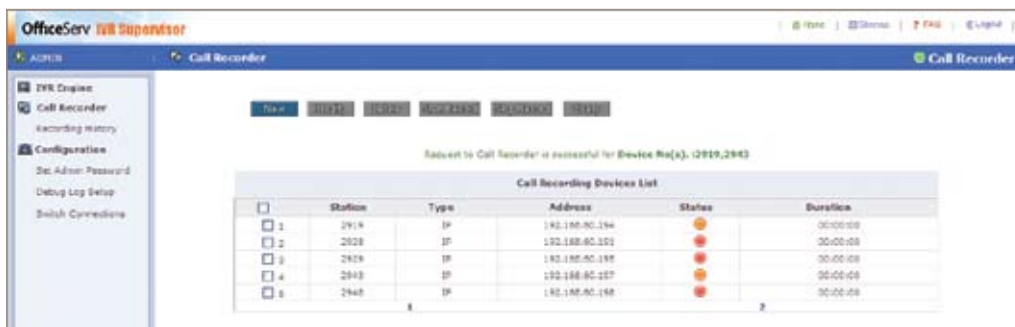
The **OfficeServ** IVR Application is a customisable voice announcement and voice messaging solution that can be used to play messages to callers and deliver the call to the appropriate destination depending on the caller's selection.

When used with **OfficeServ** ACD Call Centre this application has the potential to reduce call abandonment rates, improve the customer call experience and increase marketing opportunities. **OfficeServ** IVR has text to speech (TTS) capability and can be programmed to play voice messages for auto attendant/in-queue messaging/out of hours message. It can also provide an alternative to waiting on hold, automation of routine enquiries and an extension of your businesses hours of operation.



## CALL RECORDING

The **OfficeServ** IVR Call Recording software is a simple and user-friendly Windows based application providing recording control and powerful management features for capturing, organising and retrieving recordings instantly. **OfficeServ** IVR Call Recording addresses quality control, dispute resolution, training and development requirements as well as legal stipulations for recording legally binding verbal contracts.



Call recording can be initiated from either the **OfficeServ** IVR application or **OfficeServ** ACD Agent application

## RECOMMENDED HARDWARE

**Phone System:** Samsung OfficeServ 7200, 7400

**Operating Systems:** Microsoft®Windows® Server 2003 R2 SP2 Standard Edition, Eng. (5 CALs)

**Database:** Microsoft® SQL Server 2005 Standard x32 Edition, Eng. (5 CALs) or \*SQL Server 2005 Express Edition

**Processor:** E5410, Quad-Core Intel® Xeon® 2.33GHz

**Memory:** 2GB

**Hard Drive:** 250GB SATA II

**Ethernet Adaptor:** Gigabit Network Card

**Optical Drive:** DVD-ROM

\*limitation applies to database size and administration.

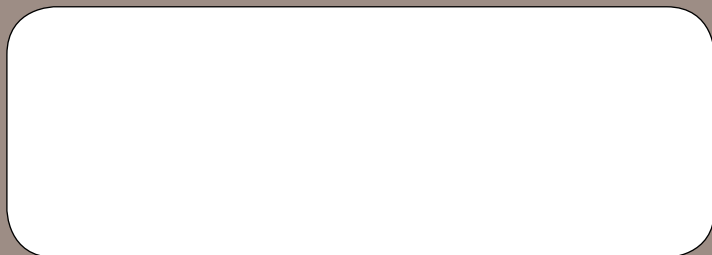
## About Samsung

Across Australia and around the world, the Samsung name is associated with innovation, quality, reliability and value. Our commitment to research and product development ensures Samsung's reputation as a provider of the world's most intelligent telecommunications products will continue.

If you would like more information about the best telephone system for you, please contact your local Samsung Specialist or visit our website at [www.samcom.com.au](http://www.samcom.com.au)

For further information contact your

**Authorised Samsung Communications Specialist**



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