

Samsung Xchange CTI Application



The CTI application with a difference

Samsung Xchange connects your telephone to your office computer, making you more productive. When a call is received by your telephone, the caller's telephone number (CLI) is displayed on your screen in a small, discreet, notification window. Samsung Xchange also connects to your company's CRM database/application and looks up the name of the caller in the database for you and displays it. This will allow you to know who's calling even before answering the phone.

You can also use the buttons on the notification window to answer the call, or to bring up the caller's record in the CRM application, saving you valuable time during the call – making you more productive and your customers happier.

As well as “popping” inbound callers details, Samsung Xchange allows you to quickly and easily dial from your CRM application and search for contacts by name or location – often in an easier way than is provided by the actual CRM application itself.

In addition to CRM integration and call previewing, Samsung Xchange provides the following features:

- Call control from your PC.
- Internal contact manager for private contacts that are not in the company's main CRM database.
- A detailed call history to see at a glance who you have been calling and called by, no more lost calls.
- Dial from anywhere – Web pages, Microsoft applications, most database applications and many other places.
- Presence – see the presence status of colleagues, including whether they are in DND, out of the office, in a meeting, etc. and quickly call them.

Presence

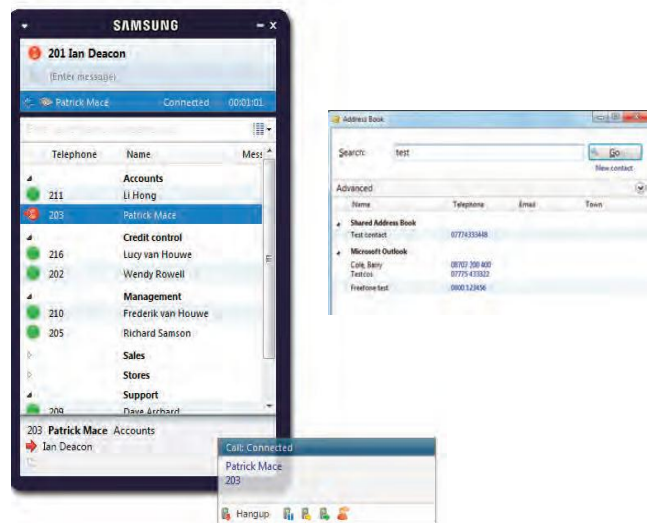
The Presence window in Samsung Xchange allows you to view a customisable, quick-searchable list of other extensions and people and see everything about them at a glance (security settings permitting): their name, number, department, whether they are in the office, available or on a call, who they are on the phone to and whether they have Do Not Disturb or Call Forward turned on.

Call Control

Using Samsung Xchange, you can completely control your handset from your PC. Make calls and pick up calls that are ringing (even ones that are not ringing at your handset), hang-up, deflect/forward calls, put calls on hold, perform transfers and consultations. Using Samsung Xchange makes call control easy so minimal training is required and mistakes like accidentally hanging up on callers are a thing of the past.

Address Book

The Address Book feature on Samsung Xchange allows you to search all your CRM databases simultaneously, as well as storing an internal list of contacts that are not in any of your CRM databases. From the search results, you can quickly dial, email, or show the contact in your CRM application to see more information.



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Features & Functionality

Function	Dial + Presence	Dial + Integrator	
Call Control			
Hold	Y	Y	
Transfer	Y	Y	
Consult	Y	Y	
Deflect	Y	Y	
Answer	Y	Y	
Other extension answer	Y	Y	
Features			
Other user Presence status	Y	Y	
Other user Telephone status	Y	Y	
Own Caller/Called party details	Y	Y	
Other user Caller/Called party details	Y	Y	
Set availability status	Y	Y	
Set out of office message	Y	Y	
Progressive search of users in presence window	Y	Y	
Personal address book	Y	Y	
Shared address book	Y	Y	
Simultaneous search of multiple address books	Y	Y	
Multi contact media from address books	Y	Y	
Call history (50 calls per page)	Y (Unlimited)	Y (Unlimited)	
Call Preview window with call control	Y	Y	
MS Outlook dialling integration	Y	Y	
MS Outlook incoming call contact searching	Y	Y	
MS Outlook calendar Integration	Y	Y	
Dialling from browser page	Y	Y	
Dialling from call history	Y	Y	
Dialling from web based corporate contact systems	Y	Y	
Dialling from Clip Board	Y	Y	
Dialling from bespoke application	Y	Y	
Dialling from TAPI enabled applications	Y	Y	
MS Windows Smart Tag Dialling	Y	Y	
Multi Language	Y	Y	
Selectable skins	Y	Y	
PC selectable ring tone	Y	Y	
PC sound mute on call activity	Y	Y	
Import and Export of dial configuration settings	Y	Y	
Contacts database searching	Y	Y	
Hot desking	Y	Y	
Citrix/Thin Client/Virtual Server working	Y	Y	
Database Integration			Version Supported
ACT!	Y	Y	2008-2011
GoldMine	Y	Y	5.5-8.5
Lotus Notes	Y	Y	7-8.5
Maximiser	Y	Y	9-11
Microsoft Access	Y	Y	2000-2010
Microsoft CRM	N	Y	3-4
Microsoft Outlook	Y	Y	2000-2010 (not 64bit)
NetSuite	N	Y	Na
Sage CRM	N	Y	Na
Sage Line 50	N	Y	2008-2011
Salesforce	N	Y	Pro & Enterprise
SugarCRM	N	Y	5.0-6.0
SuperOffice	N	Y	6.1-6.3

