

**SAMSUNG**

# OfficeServ Contact Centre Brochure



**Think Smart. Think Samsung.**

# OfficeServ Call Reporting

## OfficeServ Application

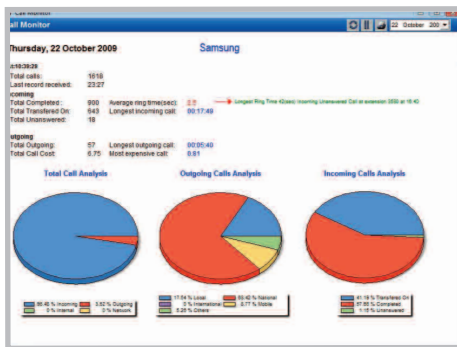
### A choice of effective tools

Samsung OfficeServ Call Reporting has been designed to offer organisations of any size the ability to maximise the use of staff, telephony and IT resources. Using historical call statistics, extension, groups of extensions, DDI and trunk activity can be analysed to assess call traffic and users efficiency, so that you can:

- Verify call costs, including multiple carriers
- Calculate call handling capacity and traffic flows
- Manage staffing levels to meet fluctuations in demand
- Create concise billing information for cost centres, extensions, clients and campaigns
- Create automated or on-demand reports in standardised Excel, Word, HTML and email formats.

#### Call Monitor

Call Monitor module is a powerful tool for identifying key statistics for your core business activities, including analysis of data relating to a particular group e.g. sales team, switchboard operators, or a particular inbound number.



Call Monitor will highlight key statistics for 'today', such as number of calls made and received, total call cost and most expensive calls, and present the information in easy to understand charts and graphs.

The resulting insights can then be used to maximise staff levels during key times of the day and minimise the wastage and costs from unsolicited inbound and outbound calls.

#### Configurable System Wallboard

The latest primary traffic details can be displayed on a desktop PC or via a wallboard, to provide supervisors and/or staff with an easy to view summary of current performance of groups, extensions or Direct Dialling Inward (DDI) numbers.

The wallboard module allows up to 9 individual information fields to be customised for any group, to show one of the 20 available options, including total talk time, total incoming or outgoing calls, total answered or unanswered calls, average response times, most expensive call, total call cost to date, and percentage answered and unanswered.

#### DDI report

Specifically monitors inbound calls to your DDI numbers giving performance figures for the grade of service and Percentage of Calls Answered (PCA).

#### Call back report

Provides intelligent analysis of missed calls to give a concise list of callers who have not been called back or who called in again successfully within a certain period or between a selected range of dates.

#### Flexible reporting for a tailor-made solution

For businesses that provide outbound call services to clients and third parties or wish to segment billing costs, Samsung OfficeServ Call and Contact Centre Reporting also includes over 60 standard and flexible reports that can be customised to your exact requirements.

Included are costing, response and traffic analysis reports which can be filtered by outgoing, incoming, DDI, Campaigns, account (PIN), tandem, internal, network, carrier, trunk and CLI. These reports can be automated to automatically be distributed, via email, in various formats such as MS Excel or MS Word as well as HTML and .csv saving you time.

#### Multi-site management

Samsung Contact Centre Reporting can effectively monitor an unlimited number of sites centrally. Using the very latest in IP data collection techniques, remote site data can be made available real-time over a LAN or WAN. The system constantly checks for any potential drops in connection so you can be sure that your analysis is correct and up to the minute. For additional resilience, data collection units can be used to store and periodically send data to the central system. Also local sites can have their own individual analysis.

# OfficeServ Contact Centre Agent

## OfficeServ Application

## An exponential increase in call handling

### Extending the informal call centre

Actively managing Informal or formal call centres can be difficult and time consuming. OfficeServ Contact Centre Agent extends the ACD functionality of the OfficeServ by bringing call centre and handset functions to the desktop.

OfficeServ Contact Centre Agent comprises of 6 modules: that can be selectively displayed on an agents desktop Group View, Login, Dialler, Current calls, Call Preview, and Wallboard

### Group View

Group view allows you to see the status of each of the agents in the group i.e. logged in, logged out, on DND, on Extended Wrap-up and on a call.

You are able to see how long the agent has been in their current status, if logged out you will see the reason code and if on a call you will see who they are on the phone to – by CLI or dialled number.

### Current calls

Viewing your call history for inbound, outbound, internal and transferred calls has never been easier. You can filter the call history, redial the numbers, add notes and if you have call recording you can play and even email your call recordings.

### Group login

This module allows you to login and out of your group or groups. You can also easily activate your DND – Do Not Disturb and Extended Wrap-up.

One of the benefits of this module is the ability to login/logout of multiple groups with one click, you are also able to choose the “reason” for your logout.



### Call preview

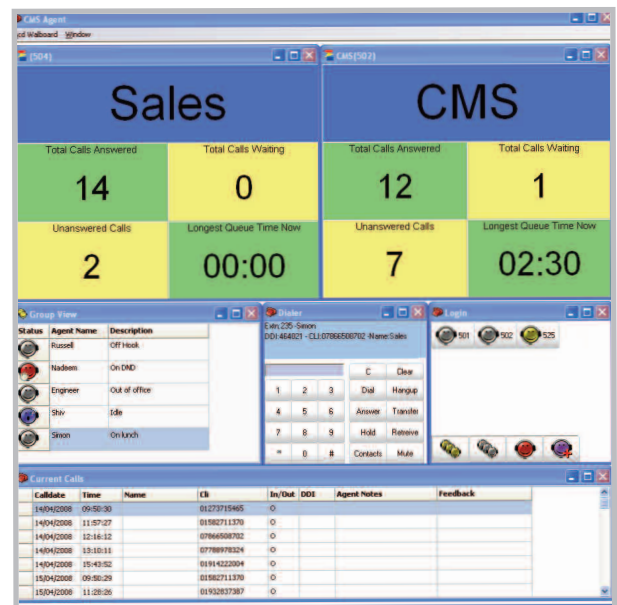
Call Preview appears when a call is delivered to your extension, you can click on it to answer the call.

### Dialler

Dialler enables you to answer, hang-up, transfer and dial. You are also able to hold, retrieve and mute calls.

### ACD Group Wallboard

The Wallboard module shows the “live” ACD output from the OfficeServ with statistics like – calls waiting, longest queue time now, missed calls, answered calls etc.



### Agent and supervisor functionality

Each “seat” can be set at point of installation as either an agent or a supervisor. If you choose to be a supervisor then you can control an agent by logging them in/out, activating or de-activating their DND status or monitoring calls. An agent can control their own status only.

# OfficeServ Contact Centre Reporting

## OfficeServ Application

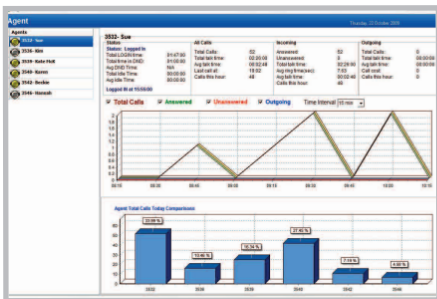
### Give your customers a complete view

OfficeServ Contact Centre Reporting extends the features of OfficeServ Call Reporting with the following additional functionality;

#### Call Centre Agent Report

Call Centre Agent Report is an ideal agent and call centre productivity reporting tool, providing up to the minute call information for each member of staff. Call activity for each agent, or group of agents, is represented using easily understood graphics and tables that highlight call trends.

Agent performance can be analysed using any of the 15 comparison charts including: total talk time, calls this hour and average response times. Crucially, unanswered calls can also be identified in real-time by intelligent CLI (Calling Line Identity), enabling a rapid recovery of abandoned or lost calls.



#### ACD Group "Soft Wallboard"

The Contact Centre Wallboard module allows 10 group performance parameters to be displayed continually in real-time for any group on a supervisor or agent's desktop, or even fed into large screens for everyone to see. This is an essential tool for any call centre environment, providing real-time\* statistics including:

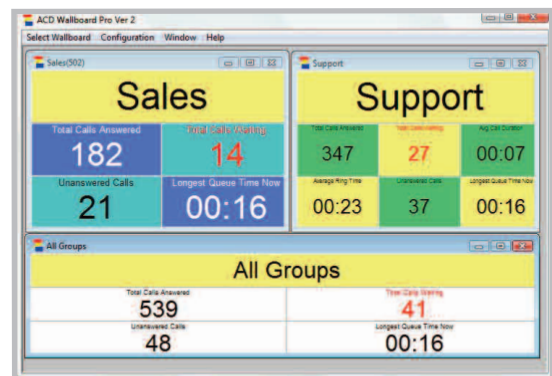
- Total calls received, waiting, answered or lost
- Current longest waiting call time
- Average and longest queuing time
- Individual agent call handling activity
- Average ring time before calls are answered
- Average transaction time after answering.

\*Dependent on system configuration, there can be a short delay.

#### ACD Group Monitor

ACD Group Monitor is the ideal tool for evaluating the success of each team or department against key performance indicators, such as number of calls made, received and abandoned, total call cost and longest incoming and outgoing calls.

This advanced insight is enhanced with charts highlighting incoming and outgoing call trends through the at-a-glance comparisons of 'calls today' or any other day chosen.



#### DDI report

Specifically monitors inbound calls to your DDI numbers giving performance figures for the Grade of Service and Percentage of Calls Answered (PCA).

#### Call back report

Provides intelligent analysis of missed calls to give a concise list of callers who have not been called back within a certain period or between a selected range of dates.

With the ability to analyse this information you can maximise the productivity of all your staff and resources, minimise the cost and missed opportunities from dropped calls and deliver the highest levels of customer service to existing clients and new prospects.

# OfficeServ Contact Centre Specifications

**KEY:**

S – Standard, O - option

## OS Call Reporting

Real-time statistics	S
Call monitor	S
Historical extension reports	S
Scheduling of extension reports	S
Reports in multiple output formats	S
Email delivery of extension reports	S
System wallboard	S
Extension group analysis	S
DDI activity reporting	S
System traffic report analysis	S
Multi level reporting	S
Client server working	S
Multi site reporting	O

## OS Contact Centre Agent

Log in/out (single or 1 click multiple groups)	S
ACD Wallboard (per agent or supervisor)	S
Agent status (logged in/out, DND, Extended Wrap-up, On Call)	S
Time in status and caller details	S
Supervisor functions (log agent in/out, DND on/off, Barge in)	S
Agent/Supervisor call history	S
Dial pad	S
Call preview (CLI, DDI and DDI name)	S
Log out reason codes	S

## OS Contact Centre Reporting

ACD Wallboard	S
Agent status and group analysis	S
Agent activity reporting	S
ACD Group reporting	S
Call centre reporting	S
Call centre modelling	S
ACD report analysis	S

Please contact Samsung Support for advice on how to specify the server/pc requirements for combinations of the products (OS Voice Recording, OS Contact Centre Agent and Reporting and OS Call Reporting).

## System requirements

### OfficeServ Call Reporting

- Dedicated Dual Core PC, 2.0GHz or faster
- Windows XP Professional, Vista Business, Server 2003
- Minimum 1GB RAM (2GB preferable)
- 900MB Hard Disk Free Space
- CD-ROM drive

## System requirements

### OfficeServ Contact Centre Agent

- Dedicated Dual Core PC running 2.0GHz or faster
- Windows XP Professional, Vista Business, Server 2003
- Minimum 1GB RAM (2GB preferable)
- 250GB Hard Disk (single partition)
- CD-ROM drive

## System requirements

### OfficeServ Contact Centre Reporting

- Dedicated Dual Core PC, 2.0GHz or faster
- Windows XP Professional, Vista Business, Server 2003
- Minimum 1GB RAM (2GB preferable)
- 900MB Hard Disk Free Space
- CD-ROM drive