

OfficeServ Contact Centre Agent

OfficeServ Application

SAMSUNG

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 currently 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.

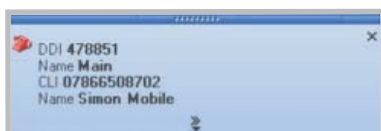
Current calls

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 choose the “reason” for your logout.



Call preview

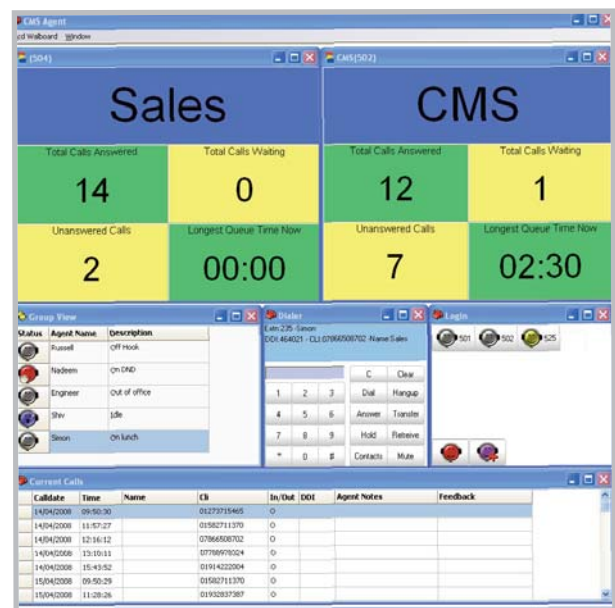
Call Preview appears when a call is delivered to your extension, you can click on it to answer the call.

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.

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OfficeServ Application Specifications



KEY:

S – Standard, O - option

Log in/out of 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

System requirements

OfficeServ Contact Centre Agent

- Dedicated Dual Core PC, 2.8GHz or faster
- 32 bit Windows XP Professional, 7 Professional, Server 2003 /2008
- Minimum 2GB RAM (3GB preferable)
- 250GB Hard Disk Free Space
- CD-ROM drive



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).

* Features and specifications are subject to change without prior notification

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