



Enterprise IP Solutions

Samsung OfficeServ Call Manager Reporting

The Samsung OfficeServ Call Manager is 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 you can:

- Calculate call handling capacity and traffic flows
- Manage staffing levels to meet fluctuations in demand
- Create automated or on-demand reports in standardised Excel, Word, HTML and email formats.



Dashboard

The Dashboard is made up from a selection of Widgets. It is a highly flexible, customisable tool for identifying key statistics for your core business activities.



Widgets

Widgets come in all shapes and sizes, from a thermometer style visualisation of the number of calls queuing to a speedometer showing your current Grade of Service to tabular representations of individuals call volumes and call durations. A widget can be as simple as a wallboard or a graph of the number of calls today or a web page. The idea is to provide supervisors and/or staff with an easy to view summary of current relevant information.

Flexible Reporting for a Tailor-Made Solution

Samsung OfficeServ Call Manager includes many standard reports that can be customised to your exact requirements.

Included are extension and extension group based costing, response and traffic analysis reports which can be filtered by outgoing, incoming, DDI, campaigns, account (PIN), tandem, internal, network, carrier, trunk and CLI.

To save you time these reports can be programmed to be automatically distributed, via email, in various formats such as MS Excel or MS Word as well as PDF, HTML and .csv.



Working With You to Unify Your Communications

Samsung OfficeServ Call Manager Reporting

Multi-Site Management

Samsung OfficeServ Call Manager 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 your LAN. The system constantly checks for any potential drops in connection so you can be sure your analysis is correct and up to the minute. For remote sites data collection units can be used to store and send data to the central system.

DDI Report and Unreturned Missed Calls Reports

DDI Report specifically monitors inbound calls to your DDI numbers giving performance figures for the Grade of Service and Percentage of Calls Answered (PCA). Caller Tolerance will help you understand how long customers are prepared to wait to be answered.

The Unreturned Missed Calls 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, minimise the cost and missed opportunities from dropped calls and deliver the highest levels of customer service to existing clients and new prospects.

Create Widgets from Reports

The Widget builder enables you to design your own Widgets based on information you want to see and in a way you want to see it. When you have built your report based on what you need, you are able to generate a Widget based on the same information giving you a "live" constantly updating version of your report.

Dashboard Wallboard Alarms

The Samsung OfficeServ Call Manager software allows alarm thresholds to be set for data being displayed on Wallboard Style Widgets.

You are able to set triggers for dropping below or rising above threshold figures. You can also send an email when the alarm is triggered. Alarms can be set to trigger on weekdays and/or weekends.

ACD Group "Soft Wallboard" Widget

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.

- 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

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.

Contact Centre Agent Report

Contact 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.



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