



Enterprise IP Solutions

Samsung Operator

First impressions count so it is imperative that incoming calls are managed as effectively and professionally as possible by your Operator. That's why Samsung has developed Samsung Operator, a full screen client application designed to be used in conjunction with a digital or IP handset to provide full operator functionality.

Professional Call Control

Samsung Operator has the features an operator would expect in a PC Console application and also incorporates additional features such as:



- Presence
- Messaging (Chat)
- Web Page Dialing
- Full CRM /DB Integration for both directory searching, dialing and contact popping

Simple and Intuitive Operation

With the simplicity of point and click option, Samsung Operator replaces traditional handset 'key and lamp' working to offer each Operator extensive call handling functionality, vastly improving their day-to-day management of incoming call traffic.

The Operator application is available in two variants

"Samsung Solo Operator" and "Samsung Xchange Operator".

The Samsung Solo Operator has both the client and server elements of the solution installed on the operator's PC, which makes a direct connection to the Samsung OfficeServ system. Solo as the name suggests supports a single operator on a single site and is designed for simple applications, the Samsung Solo Operator does not support messaging or multi-site operation.

The Samsung Xchange Operator has just the client application installed on the operator's PC, which then makes a connection to the Samsung Xchange server. This version is required if multi operators, messaging integration into Xchange or multi-site features are required.



Samsung Operator

Handing You the Keys to Success

With up to five operators able to function simultaneously, Samsung Operator can meet the demand of varying call levels and staff availability. This offers greater flexibility amongst your staff, for example – with a receptionist acting as the main operator, a colleague can act as an overflow operator by simply activating OfficeServ Operator at their normal desk during busy periods.

Operators can also be provided with the authority to control the status of each extension within the system. The ability to control users call options, set call forwards and place Do Not Disturb notices



allows everyone to utilise the full power of your Samsung OfficeServ. The powerful, one touch call record feature allows the operator to initiate your Samsung voicemail system to record the call that is currently connected. This feature is ideal for Operators who want to record details of

the occasional call, whether it is in an emergency or purely to assist with note taking.

Advanced Level Features:

Busy Lamp Field indication

To quickly view the status of each extension on the system

Extension Information -

Displaying the forwards and diverts of every user on the system

Departmental Queues

Organises call traffic more efficiently and distributes calls to other extensions

Information View

Context sensitive prompts for the novice user

Straight to Mailbox

Transfers callers directly to a recipient voice mailbox, instead of hanging on the line

Conference Call Set Up

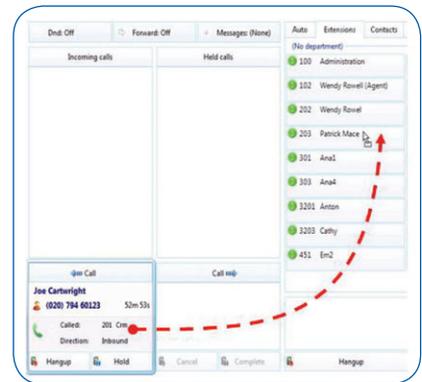
Initiated by the operator in an instant

Notes Facility

Add reminders of the name, company or purpose of call on hold

Recently Forwarded Destination

Intelligently remembers the last 3 numbers the caller has been transferred to



Features

- Choice of Operator:
 - Touch Screen Operation
 - Keyboard call control (for the experienced operator)
 - PC Mouse call control (for the novice/light user)
- Multi Company operation for shared offices
- Caller Information
- Call Log/Report
- Busy Lamp Field
- Active Help - Display Messages
- DID View (Multi Company /Queue)
- Recently Forwarded Destinations
- Edit/Save Caller Information
- Call Status
- Call Control by Drag & Drop
- Call Record
- Direct Transfer to Voice Mailbox
- Hold call with Notes
- Target Hold
- Block Specific Caller ID's
- Urgent/VIP Caller ID Recognition

Technical Specifications and Requirements

- Maximum of 8 simultaneous consoles per OfficeServ system
- Any number of users have the option to be an operator
- Samsung System: OfficeServ
- Operating System: Windows NT/ 2000/ XP Professional
- CPU: Intel Pentium 3 500MHz or higher
- Memory: 256 MB or higher
- Monitor: Resolution 1024 x 768 pixels or higher
- LAN interface card

