Samsung Operator

Professional Call Control.

First impressions count so it is imperative that incoming calls are managed as effectively and professionally as possible by the first point of contact. 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.

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 Dialling**
- **Full CRM/DB Integration for both directory searching, dialling and contact popping (as supporting by Xchange Integrator)**
- **Handset location when used in conjunction with Xchange Mobile**

Simple and Intuitive

With the simplicity of point and click, 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 traffic.

Samsung Operator offers users a choice from traditional keyboard working to drag and drop using a mouse or any combination, all prompted with context sensitive prompts at the top of the screen.

Samsung Operator can meet the demand of varying call levels and staff availability as many operators can be using a console simultaneously.

This offers greater flexibility amongst your staff, for example with a receptionist acting as the main operator, but with a colleague acting as overflow operator by simply activating Samsung 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 the Samsung Operator.

Two Variants

Samsung Operator is available in two variants:

1) 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 systems. It supports a single operator on a single site. The Samsung Solo Operator does not support messaging or multi-site operation.

2) Samsung Xchange Operator : Only the client application is 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.

Benefits at a glance

- Simple point & click functionality- improves efficiency

- Efficient call handling improves customer service, helping you to retain customers

- Flexible– able to manage varying call levels

- Ability to see WHO is calling and WHY using CRM systems and Google Places Tagging

Feature overview

Staff visibility at all locations: Samsung Operator provides a line view of all user extensions, whether a remote system location or home/teleworkers. The operator may transfer calls to any user at any location, providing a consistent method of working.

CRM Systems and Google Places Tagging: Provides the ability to see the name of the calling organisation or individual using real time data look up and matching techniques. Using your organisations internal database(s) and Google Places the console will search and make a name match whilst the calling party is in the queue. Informing the operator WHO is calling by name/company and WHY they are calling based on the DDI number they have dialled.

Operator Control of System Phone State: Samsung Operator can control any extension status e.g. Forward to Voicemail or DND if users have forgotten to set it themselves.

Instant Messaging: Is a useful tool to a busy operator , being able to let people know they have calls waiting, allowing personal prioritisation.

Microsoft™ Exchange Address Book Integration: Full integration to Exchange and Outlook address books. Using the multi-directory, progressive search functionality the operator can simply dial by name for any internal or external users.

User Group Pages with Auto Populate: Extension and contact numbers can be organised by any criteria in a series of "pages". Pages allow quick access to relevant staff members. Additionally, pages can be linked to specific inbound DDI numbers allowing the page to pop when the operator answers the call, giving instant visual access to the related group or department including regional branches and home workers.

Time Saving Features

Busy lamp field indication: to quickly view the status of each extension on the system.

Recently connected: Quickly lists the last 10 people the caller spoke to. Resolving the frustrating "someone on this number just called me" question.

Straight to mailbox: Allows the operator to transfer a caller to a person's mailbox in a single transaction, so if the operator knows the recipient is not available the caller can be sent to voice mail with one simple click.

On and off site visibility: Each operators console can see the status of all extensions in the organisation, whether they are in another office or even mobile handsets out of the office completely. The information for a mobile handset even extends to showing their location on a map.

Caller notes: the operator can add notes to a contact. The notes are then visible the next time that person calls in.

Technical Specification and Requirements:

- Samsung System: OfficeServ
- Operating System: Windows Server 2003 and 2008, Windows Vista, Windows 7, 32 and 64 bit
- CPU: Intel Pentium 31.8GHz or higher
- Memory: 2GB or higher
- Monitor: Resolution 1024 x 768 or higher
- LAN interface card