



Samsung OfficeServ ACD Call Centre is specifically tailored for mid sized organisations or corporate departments requiring a sophisticated customer interaction management solution for 10 to 100 agents. It is designed to enhance

customer service levels, lower call abandonment rates, increase staff productivity and accountability.



[Download brochure](#)

## Features

### Key features

- Single point intuitive web-based administration
- Simple agent toolbar with performance indicators
- Multiple queues, each uniquely configurable
- Queue prioritisation and skill based routing
- Customisable completion codes and agent break reasons

- Real time monitoring, call tracking and historical reporting
- Soft wallboard and text messaging facility
- Remote agent support
- On demand voice recording for legal or training purposes
- Text to speech capability (Ability to speak a line of text to callers)

### **Intelligent routing**

#### **Office**

Serv ACD Call Centre intelligently prioritises and manages all incoming calls by

### **Anywhere administration\**

ACD Supervisor uses the latest web technology to administer all aspects of your call centre. The easy

### **Live feedback**

Whether you are the manager, team leader or agent, our dedicated wallboard, live web monitoring sys

### **Scaleable modular solution**

Lets you choose components that match your operational and budgetary requirements, plus the flexibi

### **Call Recording**

For security or quality control purposes, all calls taken via Agents can be recorded on demand and sto

## **Available Modules**

### **ACD Supervisor**

Call Centre administration and maintenance is now simplified with ACD Supervisor's intuitive user inter

- Set up multiple queues with ease
- Increase agent productivity with call blending
- Live monitoring of queues and agent activity
- Full audit trail of all Supervisor changes

## ACD Reporting

Similarly, ACD Reporting utilises web technology to deliver real time call centre statistics, queue service

- Clear picture of call centre activity
- Provides a consistent level of service
- Export reports to Microsoft Excel format

## ACD Agent

Call centre agents are presented with a simple 'toolbar' on their desktop PC allowing them to perform b

- Real time visibility of queuing and call activity
- Wrap up time and completion codes
- Informative screen pops appear when calls are received

Agents have the ability to log themselves out and select a reason for their absence. This is fully custo

Within the desktop view each agent has visibility of the queues they have been allocated to and statisti

## ACD Wallboard

Vital real time information for the call centre can be prominently displayed in customizable formats using

- Number of waiting calls
- Total inbound calls
- Abandoned Calls/Day
- Current wait time
- Logged in Agents

- Idle Agents
- Agent status

Thresholds can be set to provide early warning signals of potential service level issues.

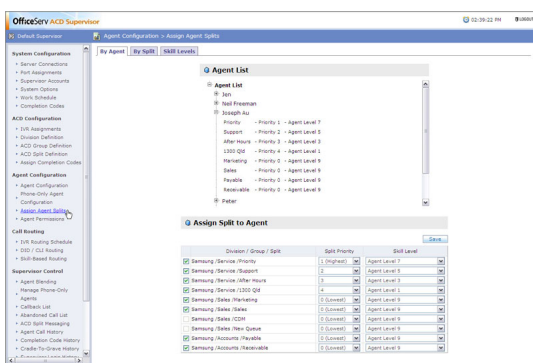
## OfficeServ Interactive Voice Response (IVR)

The Office Serv IVR Application is a customisable voice announcement

When used with OfficeServ ACD Call Centre has the potential to reduce call abandonment rates, improve

The OfficeServ IVR can also be used as a stand alone application in conjunction with Samsung's Office

## Screenshots



CD Supervisor - Assign Queues to Agent

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ACD Splits: Split Summary [By Date]

Split: Sales  
Period: 07/01/2008 - 31/01/2008, 8am - 6pm  
Service Level: [5 sec]  
Supervisor: Default Supervisor

Created: 31/01/2008

Split	Date	Logged In	Total	Incoming	Ans	Abd	Normal	Callback	Avg Talk Time	Avg Wait Time	Ans (%)	Sec Lvl
Sales	08/01/2008	0	2	0	2	2	0	00:00:00	00:00:00	0.00%	0.00%	
Sales	17/01/2008	1	6	3	3	6	0	00:00:25	00:00:53	50.00%	16.67%	
Sales	22/01/2008	1	9	4	5	9	0	00:00:00	00:00:29	44.44%	11.11%	
Sales	24/01/2008	1	2	2	0	2	0	00:00:00	00:00:43	100.00%	0.00%	
Sales	29/01/2008	1	3	3	0	3	0	00:00:11	00:00:18	100.00%	33.33%	
Sales	31/01/2008	1	6	2	4	6	0	00:00:00	00:10:28	33.33%	0.00%	
Subtotal		5	28	14	14	28	0	00:00:27	00:01:59	50.00%	10.71%	
Total		5	28	14	14	28	0	00:00:27	00:01:59	50.00%	10.71%	

## ACD Reporting - Split Summary

# Split Summary Report

Period: 10/04/2008 - 17/04/2008, 08:00 - 18:00

Service level objective in seconds: 20 sec

22/04/2008 12:51, Report generated by Default Supervisor

Date	Total	Ans	Abd	Ans Trsf	Abd Trsf	Ans In	Ans Out	Ans %	Sec Lvl	Avg Wait	
Total	34	34	0	0	31	3	1	0	3	91.2	93.5
Pre Sales											
10/04/2008	1	1	0	0	0	1	0	0	0	0.0	00:00:11
11/04/2008	23	23	0	0	22	1	0	0	0	95.7	100.0
14/04/2008	2	2	0	0	1	1	0	0	0	50.0	100.0
15/04/2008	3	3	0	0	3	0	0	0	0	100.0	100.0
16/04/2008	1	1	0	0	1	0	0	0	0	100.0	100.0
Sub Total	30	30	0	0	27	3	0	0	3	90.0	100.0
Post Sales											
11/04/2008	0	0	0	0	0	0	1	0	0	0.0	00:00:00
Sub Total	0	0	0	0	0	0	1	0	0	0.0	00:00:00
Support											
11/04/2008	4	4	0	0	4	0	0	0	3	100.0	50.0
Sub Total	4	4	0	0	4	0	0	0	3	100.0	50.0

## CD Reporting - Queue Summary Report

OfficeServ ACD Agent [3201] [3201]

File View Agent Control Call Control Help

Break 00:03:27 Idle 1-No Call 2-No Call DND Auto Answer

My Status: Logged Out  
Split Name: Postsales  
Skill Level: 9  
Priority: 0

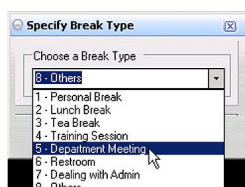
CTI John Presales Ray Smith ReceivableSupervisor Add New

Long wait time in CTI Queue.. ABD: 11 - CBK: 10

	ACD IN	ANS	ABD	LOAD AGT	TOL AGT	LONG WAIT
Presales	10	10	0	1	0	0:00:15
CTI	12	10	2	1	0	0:03:00
Payable	2	1	0	1	0	0:00:11
Receivable	1	0	0	2	1	00:00:00

ANS	UNANS	ACD IN	NACD IN	NACD OUT	IDLE	WRAP-UP	BREAK
9	1	00:25:20	3	2	00:10:00	00:02:30	00:09:20

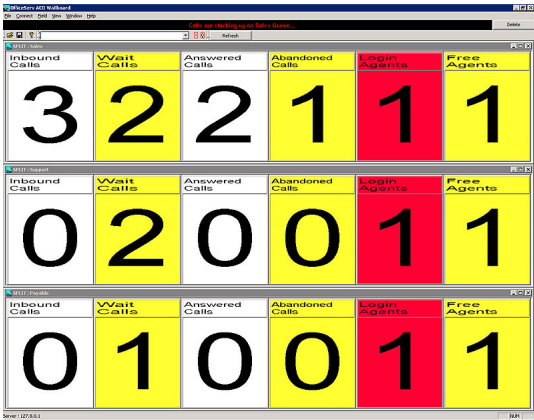
## ACD Agent



## ACD Agent - Customisable Break

	ACD IN	ANS	ABD	LOGD AGT	IDL AGT	LNG WAIT
Presales	10	10	0	1	0	0:00:15
CTI	12	10	2	1	0	0:03:00

ACD Agent - Personal Wallboard



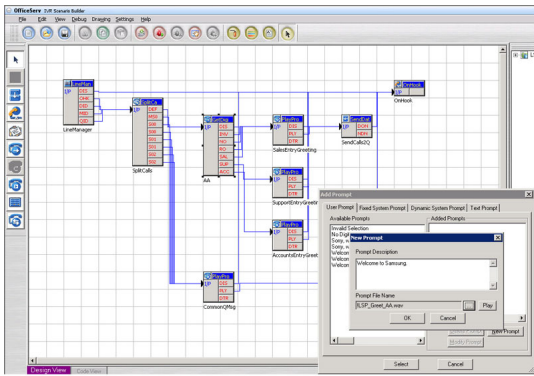
ACD Wallboard - Displaying Live Stats

The screenshot shows the 'Display Information' dialog box. It has tabs for 'View', 'Option', and 'Font'. The 'View' tab is active. Below the tabs, there are dropdown menus for 'Server / Split / Agent' (set to 'Split Field') and 'Pre Sales'. A list of field names is shown with checkboxes:

- ☒ ACD Inbound Calls
- ☐ ACD In Total
- ☐ Agent Request
- ☐ Trsf to Phone
- ☐ Callback
- ☐ Answered
- ☐ Abandoned
- ☐ Answered Trsf
- ☐ Abandoned Trsf
- ☐ Overflow In

At the bottom, there are 'OK' and 'Cancel' buttons. The 'Field Count' is displayed as 0.

ACD Wallboard - Field Selections

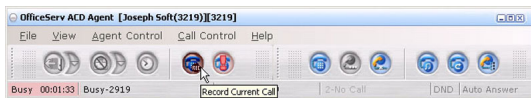


ACD IVR - Adding Prompt

The screenshot shows the OfficeServ IVR Supervisor software interface. The 'Call Recording' window is open, displaying a table of recording sessions. The table has columns for 'Station', 'Type', 'Address', 'Status', and 'Duration'. The status column shows red icons indicating recording status. A message at the top states: 'Request to Call Recorder is successful for Device ID: 2919,2943'.

Station	Type	Address	Status	Duration
1	IP	192.168.65.194		00:00:00
2	IP	192.168.65.195		00:00:00
3	IP	192.168.65.196		00:00:00
4	IP	192.168.65.197		00:00:00
5	IP	192.168.65.198		00:00:00

ACD IVR – Call Recording Web Activate



ACD Agent – Call Recording