

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 routingOfficeServ ACD Call Centre intelligently prioritisesand 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 flexible

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 servic

- 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 usin

- 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 announce

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

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

Screenshots

OfficeServ ACD Superv	isor						3 02:39:22 PM	.01
Default Supervisor	Agent Configuration > Assign Age	int Splits						
System Configuration	By Apent By Split Skill Levels	1						
Server Connections								
+ Fort Assignments		Agent List						
 Supervisor Accounts 		© Apent List						
 System Options 		8- Jen				1		
 Work Schedule 		8 Neil Freeman						
Completion Codes								
ACD Configuration		III Joseph Au						
IVR Assignments		Priority - Priority 1 - Ager						
Division Definition		Support - Priority 2 - Ager						
+ ACD Group Definition		After Hours - Priority 3 - Ager						
ACD Split Definition		1300 Qld - Priority 4 - Ager						
Assign Completion Codes		Marketing - Priority 0 - Ager	t Level 9					
Agent Configuration		Sales - Priority 0 - Ager	t Level 9					
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Agent Comparation Phone-Only Agent		Receivable - Priority 0 - Ager	t Level 9					
Configuration		8 Peter				-		
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		Assign Split to Agent						
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 IVR Routing Schedule 						2010		
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Supervisor Control	✓ 5	emoung /Service /Support	2	¥	Agent Level 5	×		
Agent Blending	1 S	emsung /Bervice /After Hours		v	Agent Level 3	M		
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Completion Code History								
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CD Supervisor - Assign Queues to Agent

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ervice Level: (5 s	ec)	3am - 6pm									
upervisor: Defau									c	reated: 31	/01/200
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Sales	17/01/2008	1	6	3	3	6	0	00:00:35	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%	11.119
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%
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Total		5	28	14	14	28	0	00:00:27	00:01:59	50.00%	10.71%

ACD Reporting - Split Summary

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14/04/2008	2	2	0	0	1	1	0	0	0	0	50.0	100.0	00:00:2
15/04/2008	3	3	0	0	3	0	0	0	0	0	100.0	100.0	00:00:0
16/04/2008	1	1	0	0	1	0	0	0	0	0	100.0	100.0	00:00:0
Sub Total	30	30	0	0	27	3	0	0	0	3	90.0	100.0	00:00:0
Post Sales													
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Sub Total	0	0	0	0	0	0	1	0	0	0	0.0	0.0	00:00:0
Support													
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Sub Total	4	4	0	0	4	0	0	0	3	0	100.0	50.0	00:00:2

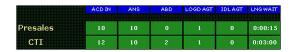
CD Reporting - Queue Summary Report



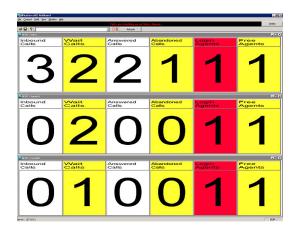
ACD Agent



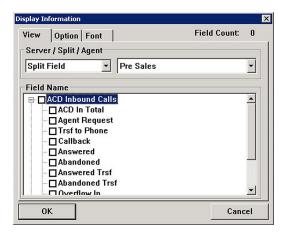
ACD Agent - Customisable Break



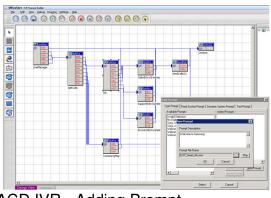
ACD Agent - Personal Wallboard



ACD Wallboard - Displaying Live Stats



ACD Wallboard - Field Selections



ACD IVR - Adding Prompt

OfficeServ IVR Sup											
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ACD IVR - Call Recording Web Activate

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ACD Agent - Call Recording