



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.

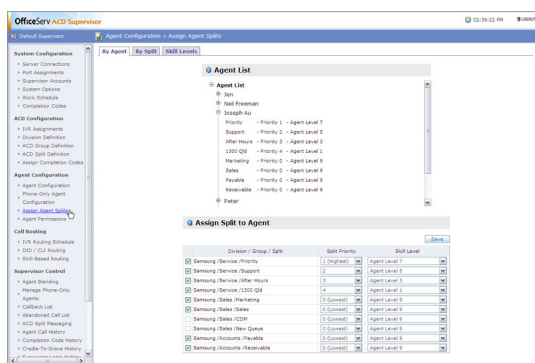
OfficeServ Interactive Voice Response (IVR)

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

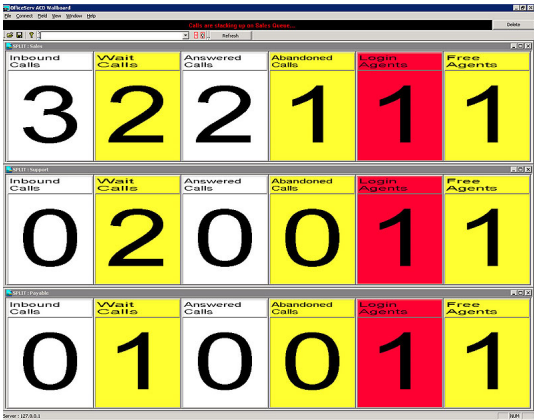
Screenshots



CD Supervisor - Assign Queues to Agent

	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



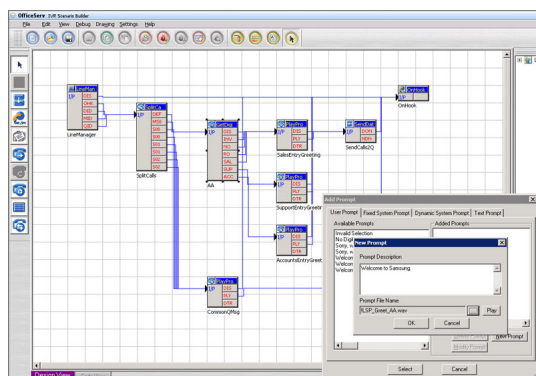
ACD Wallboard - Displaying Live Stats

The 'Display Information' dialog box is shown with the 'Field Name' list. The 'Server / Split / Agent' section is set to 'Split Field' and 'Pre Sales'. The 'Field Name' list includes the following options:

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

Buttons at the bottom: OK, Cancel.

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 data is as follows:

Station	Type	Address	Status	Duration
1	IP	192.168.65.154	●	00:00:00
2	IP	192.168.65.155	●	00:00:00
3	IP	192.168.65.156	●	00:00:00
4	IP	192.168.65.157	●	00:00:00
5	IP	192.168.65.158	●	00:00:00

ACD IVR – Call Recording Web Activate



ACD Agent – Call Recording