

Enterprise IP Solutions

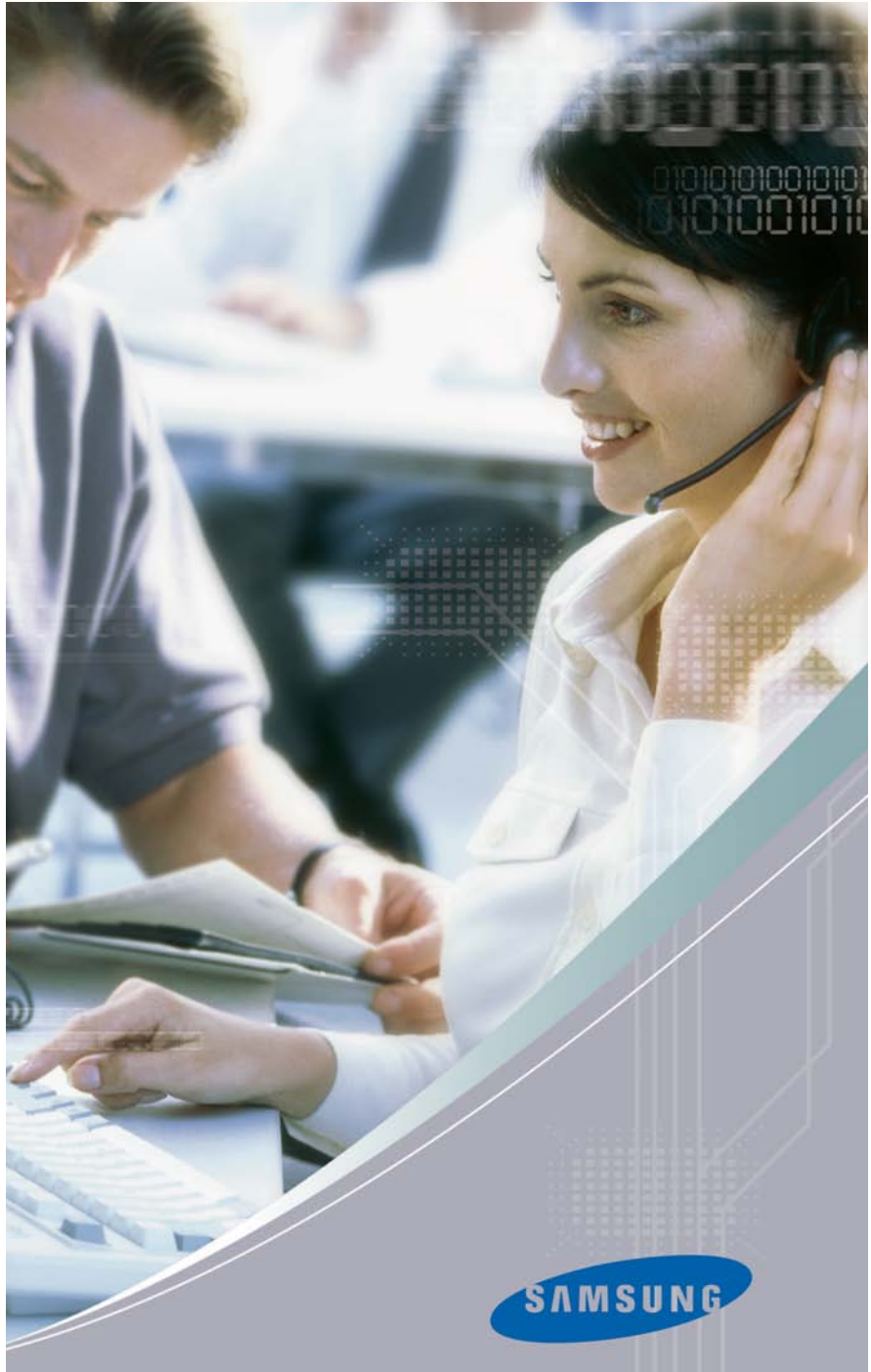
OfficeServ Operator

Make that first impression count with OfficeServ Operator. A member of the Samsung OfficeServ Suite of CTI Applications, OfficeServ Operator is a PC-based Attendant Console solution for your company. Combined with a Samsung phone system, OfficeServ Operator will help your business manage high-volume call traffic professionally and smoothly, leaving your customers delighted.

Real-time status of incoming calls, busy extensions, and held calls are just some of the items which appear on a single screen giving your frontline staff easy access to mission critical information. Integrated with your voice and data networks, OfficeServ Operator works together with a Samsung phone system, utilizing the full power of both, to deliver substantial benefits and enhanced customer service and personal productivity.

Use the "click and drag" convenience of a mouse or the intelligent interactive screen display to transfer calls effortlessly. Either option makes it easy to learn and even easier to use. Caller ID Name, Number and Call Duration are some of the real-time capabilities that up to 20 attendant positions can use to keep your business at peak performance.

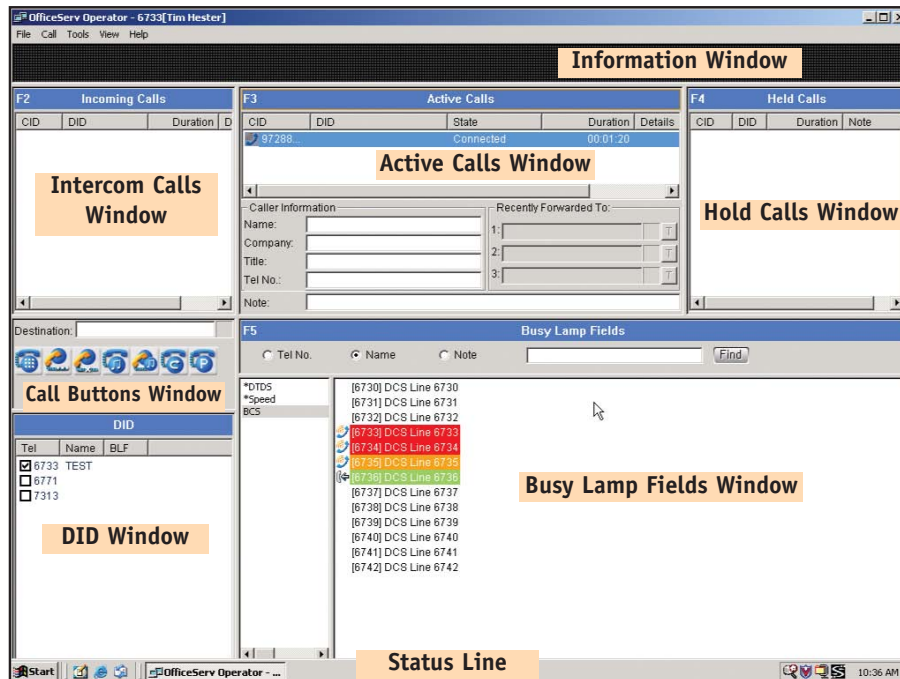
Your attendant will always know the exact situation and can react properly and quickly to exceed your customer's expectations and make your business more productive. Make the smart choice for your attendants and your business, choose OfficeServ Operator. So flexible, so powerful, you will wonder how you ever got by without it.



SAMSUNG

OfficeServ Operator

First impressions count. It is imperative that incoming calls are managed as professionally and efficiently as possible by your front linestaff. That's why Samsung has developed PC-based operator solutions that make handling high volume call traffic as smooth and simple as possible.



OfficeServ Operator is fully integrated with your voice and data infrastructure to maximize the responsiveness your organization. With the simplicity of "point and click" operation or use of a keyboard, incoming and internal calls can be effectively managed using a variety of features including:

Busy Lamp Field Indication: Quickly view the status of each extension and control calls using a mouse.

Easy Setup & Configuration: Installation of OfficeServ Operator is as easy as plug and play.

Extension Information: Displaying details of Call Forwarding information and their destination.

Department Queues: To help organize call traffic more efficiently and distribute calls to other operators.

Conference Call Set Up: Initiated by the Operator in an instant.

Notes Facility: A simple message can be added as a reminder before returning to a waiting caller and placing them through.

Hold: Hold a call with reminder, and/or with a target, park a call on an orbit or station, and automatically repeat hold actions on recalled calls using a single key.

Contact Information: Caller Name and Number for all calls and detailed information for active calls.

Providing the advanced functionality of the OfficeServ through the user's PC, OfficeServ Operator solutions are essential for people who manage high volume of calls, and an invaluable application for any busy office.

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*OfficeServ Link is required for all OfficeServ CTI Applications connected to the Samsung iDCS Portfolio of Products.

Features subject to change without notice.

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