

Enterprise IP Solutions

OfficeServ Call

Samsung OfficeServ Call adds an exciting new dimension in meeting the challenges of managing communications and information. OfficeServ Call allows your business to take full advantage of the link between two previously separate systems, your telephone system and your PC, utilizing the full power of both, and delivering substantial benefits in enhanced customer service and personal productivity.

A member of the Samsung OfficeServ Suite of Computer Telephony Integration (CTI) Applications, OfficeServ Call's capabilities will ensure your business is ready to take advantage of today's complex business environment - an ongoing protection of your investment in a Samsung iDCS communications system.

A simple-to-use and cost-effective tool, Samsung's OfficeServ Call can improve the operation of almost any organization, offering features such as "screen pop" for incoming calls, PC-based telephone operation, and contact management. With OfficeServ Call, you can access and manage your telephone services from an easy-to-use application on your PC. Functions such as on-screen dialing, Call Forwarding, Conferencing and Speed Dial all accessible at the click of a mouse. No other phone system offers the benefits of CTI as cost-effectively, or as easily. The smart decision is OfficeServ Call, so easy to use your entire company will experience its benefits.

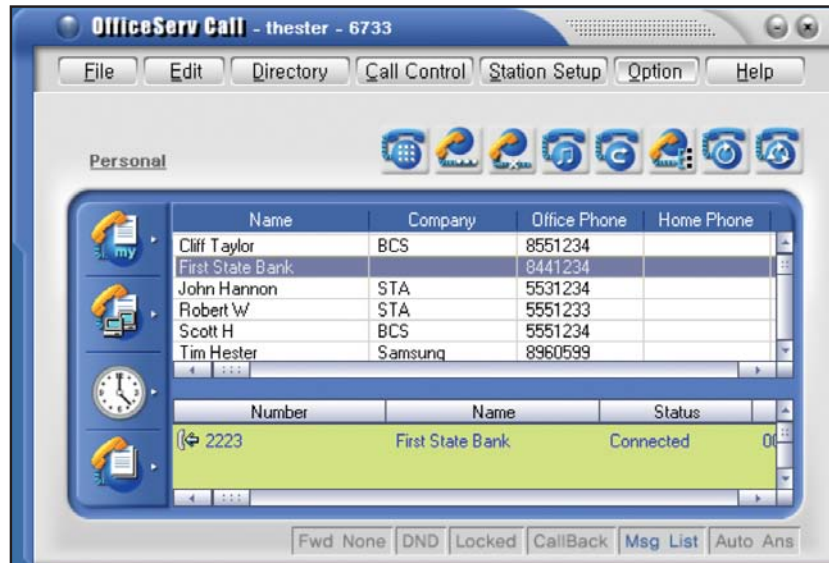
OfficeServ Call is Microsoft® TAPI compliant and is compatible with a range TAPI compliant applications, such as: Microsoft® Outlook®, Microsoft® Access, Goldmine®, and ACT!® 2000.



SAMSUNG

OfficeServ Call Features

Voice and Data communications have never been more important to your business. The barriers between telephony and data are being constantly eroded. Samsung's portfolio of communication solutions are designed to maximize the benefits of CTI Applications.



OfficeServ Call offers computer users a comprehensive range of telephony and call management functions at the desktop including:

- ▶ Screen-pop Microsoft® Outlook records based on Caller ID
- ▶ Answering and Dialing calls with a mouse click
- ▶ Change your station settings
- ▶ Call Log for incoming and outgoing calls
- ▶ Display the status of other extensions (Busy Lamp Field)

OfficeServ Call also provides customer information service such as Caller ID, company name, address, trade information and the various advanced services on your computer.

- ▶ Caller ID and Caller's details, Call control services
- ▶ Maintain multiple phone books, network phonebooks
- ▶ Drag & Drop Call Control with BLFs
- ▶ Scheduling Services
- ▶ Call log Services(Maintain records of all calls)

Microsoft® Outlook and Microsoft® Access are trademarks and trade names of Microsoft Corporation. All other product names are trademarks of their respective owners.

*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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everyone's invited™

www.samsungusa.com/bcs