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 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.

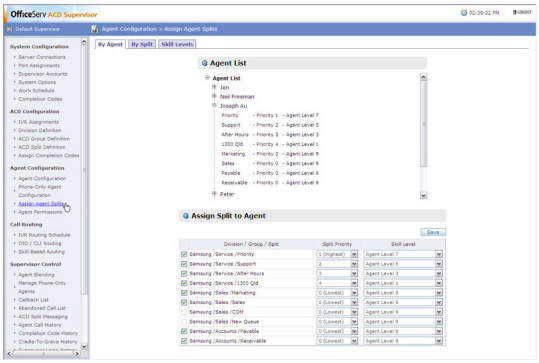
OfficeServ Interactive Voice Response (IVR)

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



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	Callback	Avg Talk Time	Avg Wait Time	Ans (%)	Svc Lvl
			Incoming	Ans	Abd	Normal					
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	00:00:35	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%	11.11%
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	Agt Rqst	Tx2Phone	Callback	Ans	Abd	Ans Trsf	Abd Trsf	Ovf In	Ovf Out	Ans %	Svc Lvl	Avg Wait
Total	**34**	**34**	**0**	**0**	**31**	**3**	**1**	**0**	**3**	**3**	**91.2**	**93.5**	**00:00:10**
Pre Sales													
10/04/2008	1	1	0	0	0	1	0	0	0	0	0.0	0.0	00:02:11
11/04/2008	23	23	0	0	22	1	0	0	0	3	95.7	100.0	00:00:02
14/04/2008	2	2	0	0	1	1	0	0	0	0	50.0	100.0	00:00:28
15/04/2008	3	3	0	0	3	0	0	0	0	0	100.0	100.0	00:00:02
16/04/2008	1	1	0	0	1	0	0	0	0	0	100.0	100.0	00:00:00
Sub Total	30	30	0	0	27	3	0	0	0	3	90.0	100.0	00:00:08
Post Sales													
11/04/2008	0	0	0	0	0	0	1	0	0	0	0.0	0.0	00:00:00
Sub Total	0	0	0	0	0	0	1	0	0	0	0.0	0.0	00:00:00
Support													
11/04/2008	4	4	0	0	4	0	0	0	3	0	100.0	50.0	00:00:28
Sub Total	4	4	0	0	4	0	0	0	3	0	100.0	50.0	00:00:28

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

Presales CTI Payable Postsales Receivabl e Service

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

CTI John Heinivatt (Logged Out) Presales Ray Smith (Logged Out) Receivabl e Supervisor Add New

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

	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
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	00:33:20	3	2	00:10:02	00:02:30	00:09:20

ACD Agent

Specify Break Type

Choose a Break Type

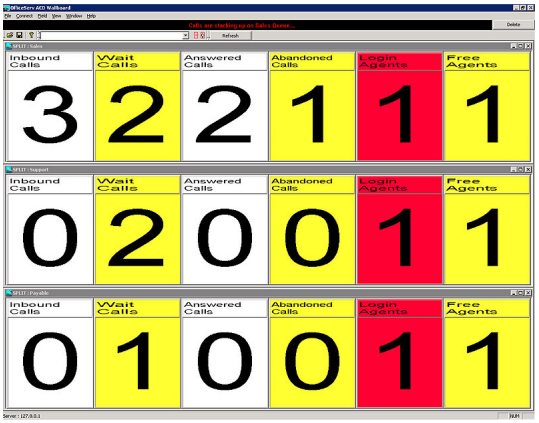
8 - Others

1 - Personal Break
2 - Lunch Break
3 - Tea Break
4 - Training Session
5 - Department Meeting
6 - Restroom
7 - Dealing with Admin
8 - Others

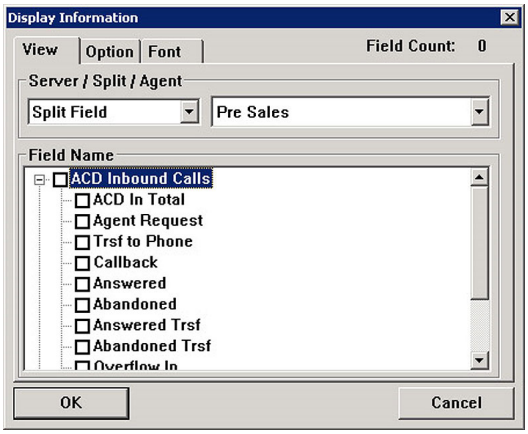
ACD Agent - Customisable Break

	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

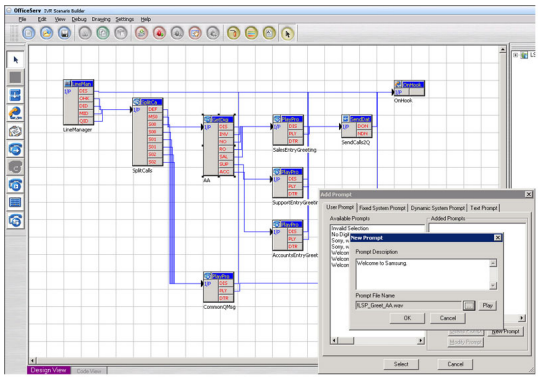
ACD Agent - Personal Wallboard



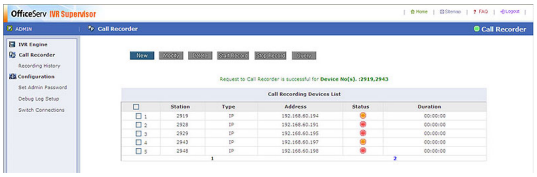
ACD Wallboard - Displaying Live Stats



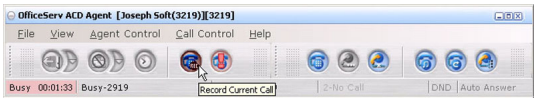
ACD Wallboard - Field Selections



ACD IVR - Adding Prompt



ACD IVR – Call Recording Web Activate



ACD Agent – Call Recording