

# Samsung OfficeServ Operator

– professional call control

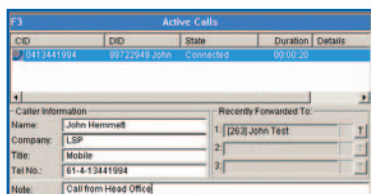
## First impressions count

So it is imperative that incoming calls are managed as effectively and professionally as possible by your operators. That's why Samsung has developed OfficeServ Operator – a PC based console that makes handling high volume call traffic as smooth and professional as possible, improving the image of your organisation.



## Simple and Intuitive Operation

With the simplicity of point and click operation, OfficeServ Operator replaces traditional handset 'key and lamp' working to offer each operator extensive call handling functionality, vastly improving their day-to-day management of



incoming call traffic. OfficeServ Operator offers users choice, allowing the more experienced operator to use keyboard operation without compromising functionality.



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## Maximum Features and Functionality

Samsung OfficeServ Operator is fully integrated with your Samsung OfficeServ telephone system enabling an advanced level of features and functionality that ensure incoming and internal calls can be more effectively managed to their final destination, including:

**Busy lamp field indication** – to quickly view the status of each extension on the system.

**Extension information** – displays call forward and call diversion status of every user on the system

**Departmental queues** – organises call traffic more efficiently and distributes calls to other operators.

**Information view** – context sensitive prompts for the novice user.

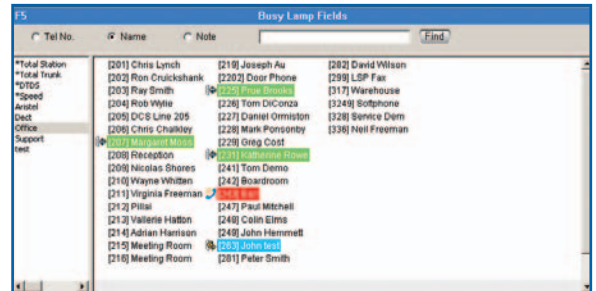
**Straight to mailbox** – transfers calls directly to a recipients voice mailbox, instead of hanging on the line.

**Conference call set up** – initiated by the operator in an instant.

**Notes facility** – add reminders of the name, company or purpose of a call on hold.

**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.

**Recently forwarded destination** – intelligently remembers the last 3 numbers the caller has been transferred to.



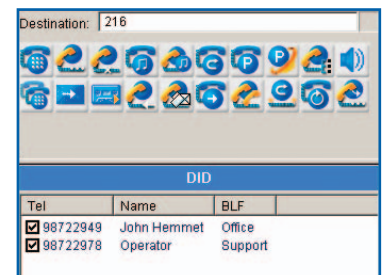
## Handing you the keys to success

With up to five operators able to function simultaneously, OfficeServ Operator can meet the demand of varying call levels and staff availability. This offers great flexibility amongst your staff, for example – with a receptionist acting as the main operator, but with a colleague acting as overflow operator by simply activating OfficeServ Operator at their normal desk during busy periods.

Operators can also be provided with the authority to control the status of each extension within the system. The ability to control users call options, set call forwards and place Do Not Disturb notices allows everyone to utilise the full power of your Samsung OfficeServ.

The powerful, one-touch call record feature allows the operator to initiate your Samsung voicemail system to record the call that is currently connected. This feature is ideal for Operators who want to record details of the occasional call, whether it is in an emergency or purely to assist with note taking.

*This feature is not designed for intensive call recording applications.*



## Operator Main Features

- Active Help – Display Messages
- Block CIDs
- Busy Lamp Field
- Call Control by Drag and Drop
- Call Log/Report
- Call Record
- Call Status
- Caller Information
- DID View (Multi Company/Queue)
- Direct Transfer to Voice Mailbox
- Edit/Save Caller Information
- Hold call with Notes
- Keyboard call control (for the professional operator)
- Mouse call control (for the novice/beginner)
- Multi Company operation for shared offices
- Recently forwarded destinations
- Orbit Parking
- Target Hold
- Urgent/VIP CIDs
- Maximum of 5 simultaneous consoles per OfficeServ system
- Any number of users have the option to be an operator

## Technical Specifications and Requirements

**Samsung System:** OfficeServ

**Operating System:** Windows 2000/XP Professional

**CPU:** Intel Pentium 4/2 GHz or higher

**Memory:** 512 Mb or higher

**Monitor:** Resolution 1024x768 or higher  
LAN interface card



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