

# OfficeServ Operator

## OfficeServ Application

## Professional Call Control.

### First Impressions Count

So it is imperative that incoming calls are managed as effectively and professionally as possible by your Operators.

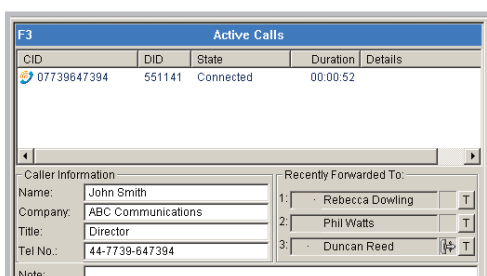
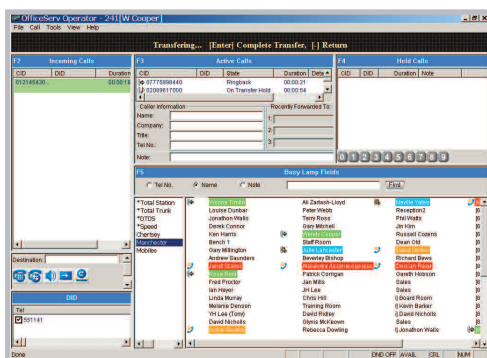
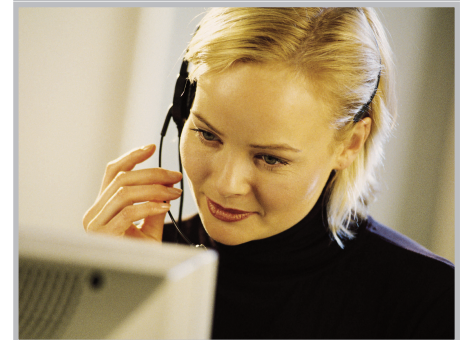
That's why Samsung has developed OfficeServ Operator, a PC-based Console that makes handling high volume call traffic as smooth and efficient as possible, improving the image of your organisation.

### 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 revert to keyboard operation without compromising functionality.

Stand in or temporary operators can use drag & drop or follow the context sensitive prompts displayed at the top of the screen.



Samsung OfficeServ Operator is fully integrated with your Samsung OfficeServ 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** – displaying the forwards and diverts 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 callers 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  
**Recently forwarded destination** – intelligently remembers the last 3 numbers the caller has been transferred to

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### Main Features

- Keyboard call control (for the experienced operator)
- PC Mouse call control (for the novice/light user)
- Multi Company operation for shared offices
- Caller Information
- Call Log / Report
- Busy Lamp Field
- Active help - display messages
- DID View (Multi Company / Queue)
- Recently Forwarded Destinations
- Edit / Save Caller Information
- Call Status
- Call Control by Drag & Drop
- Call Record
- Direct transfer to Voice Mailbox
- Hold call with Notes

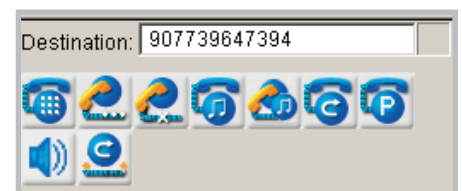
- Target Hold
- Block CIDs
- Urgent / VIP CIDs

### Technical Specification and Requirements

- Maximum of 5 simultaneous consoles per OfficeServ system
- Any number of users have the option to be an operator
- Samsung System: OfficeServ
- Operating System: Windows NT/ 2000 / XP Professional
- CPU: Intel Pentium 3 500MHz or higher
- Memory: 256 Mb or higher
- Monitor: Resolution 1024 x 768 pixels or higher
- LAN interface card

### 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 greater 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.

Please note: This feature is designed for ad-hoc call recording requirements.

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