

Samsung Contact Centre Agent

An exponential increase in call handling.



Actively managing informal or formal contact centres can be difficult and time consuming. Samsung Contact Centre Agent extends the ACD functionality of the OfficeServ by bringing call centre and handset functions to the desktop.

Samsung Contact Centre Agent comprises of 6 modules that can be selectively displayed on an agents desktop:

- Group View
- Current Calls
- Group Availability
- Call Preview
- Dial
- ACD Group Wallboard

Samsung Contact Centre Agent can be further enhanced with the progressive dialling optional upgrade.

Group View

Group view allows you to see the status of each agent in the group i.e. available / unavailable including reason, on DND, on extended wrap-up and on a call.

You are able to see:

- how long the agent has been in their current status
- reason code for availability status
- who they are on the phone to and how long for (by CLI or dialled number).

Current Calls

Viewing your call history for inbound, outbound, internal and transferred calls has never been easier. You can filter the call history, redial numbers, add notes and if you have call recordings you can playback and email recordings.

Group Availability

This module allows you to set the availability status of your group / groups. You can also easily activate your DND (Do Not Disturb) and extended wrap-up.

Call Preview

Call preview appears when a call is delivered to your extension, you can click on it to answer the call. Caller information is displayed if available in your directory.

Dial

Enter a number to dial or select / copy a number to the clipboard to automatically dial or dial from your directory.

ACD Group Wallboard

The wallboard module shows “live” calls waiting for your ACD groups and personal statistics such as hourly traffic and call type distribution.

Agent and Supervisor Functionality

Each “seat” can be set at point of installation as either an agent or supervisor.

Supervisors can control an agent’s status by changing their availability and can monitor their calls using the system barge facility.

An agent can only control their own status but they can see their colleagues’ status using the presence tab.

Progressive Dialling Upgrade

Progressive dialling eliminates silent calls in line with the recent 2011 Ofcom industry dialling regulations but still delivers productivity.

Once an agent has indicated that they are ready for a call, information about the next call is presented to them and the number is dialled immediately.

Double the number of effective calls per hour AND make agents’ working lives easier:

- Eradicate dialling errors
- ‘Screen popping’ enables agents to automatically find the right screen to speed up data entry, avoid duplications, minimise database searches and avoid gathering data twice.

Retain customers and build loyalty

Simple to use and simple to set up

Automated Dialling Functionality

Automated dialling saves time and increases productivity. Features include:

- Wallboard of active campaigns
- Inbound and outbound call blending
- Unlimited number of queues and campaigns
- Split campaigns between agents
- Customise dialling
- Schedule call-backs
- Supports up to 3 numbers per contact
- Pause / continue a campaign
- Management reports

Customers have reported increases of up to 70% in daily average outbound calls using Samsung Automated Dialling.

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FEATURES MATRIX

Seamless Integration

The Samsung Business Reporting, Call Recording, Contact Centre Reporting, Contact Centre Agent, and Automated Dialling modules integrate fully to provide a comprehensive and easy to use suite of business tools to fully manage your business.

Minimum system requirements:

- Dedicated Dual Core PC running 3.0GHz or faster processor
- Windows XP / 7 / 8 Professional, Vista Business, Server 2008
- 4GB RAM, 2GB Hard Disk Free Space (single partition)

Samsung Contact Centre Agent
On-screen call preview for call control (hold, transfer, consult, deflect, answer)
Presence / telephone status of other users
Duration in status
Caller/ called party details (own call or other user)
Personal address book
Personal call history
Inbound, outbound and missed call lists
Call preview window with call control (CLI, DDI, DDI name)
Dialling from call history and clipboard
Import contact list (csv / Excel / Outlook)
Simultaneously search personal / business address books
MS Outlook contact integration
Progressive dialling optional upgrade* . Features include: <ul style="list-style-type: none">• Inbound and outbound call blending• Unlimited number of queues and campaigns• Split a campaign between any number of agents• Schedule call back times to avoid missed calls. Schedule date/time as well as agent.• Import user-defined fields to contacts, made available during a call• Support up to 3 numbers per contact• Agent can pause a campaign at any time / continue• Wallboard of active campaigns with agent status and campaign statistics• Comprehensive management reporting to show results• Ability to export data to external reporting tools• Merge data and manage duplicates
CRM integration (via SQL database)**

Contact Centre Agent requires CTI agent bundle (5 users included) and PBX TAPI license.

* Connect Server Pro, Contact Centre Supervisor and Agent licenses and Dialler Agent license upgrade are required.

** Requires professional services

For more information, please visit: www.samsungbusiness.com

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