Samsung Office Serv
Messaging Solutions

Transform your business through
greater professionalism and efficiency

Samsung Messaging Solutions

In today's highly competitive business environment, it's important to make a good first impression. Every incoming call to your business should be answered, whether or not there is a member of staff available.

Samsung's range of **Office**Serv Messaging solutions are designed to simplify and strengthen your communications, providing outstanding messaging features to complement the powerful call processing capabilities of the Samsung **Office**Serv communications platform.

Samsung's **Office**Serv Messaging solutions ensure your customer calls are always answered professionally with features such as personalised Voicemail, Auto Attendant, comfort messages for Automatic Call Distribution (ACD) and incoming queues, email delivery of voicemail messages, remote fax retrieval or the option of a fully synchronised unified messaging system. For staff who maybe on the move, either away from their desk, within the office or out of the office, Samsung's Messaging solutions allows your staff to be away from their desks – but not out of reach.

OfficeServ Messaging solutions can also help your business reduce the number of missed or abandoned calls, increasing efficiency and improving the level of customer service your business provides 24 hours a day, 7 days a week.

Auto Attendant – 24 hour receptionist

Incoming calls are never kept waiting on hold with the Samsung **Office**Serv Auto Attendant. The Auto Attendant can answer multiple calls simultaneously; providing different greetings for each extension or department. Auto Attendant can create a simple contact centre structure within your organisation, allowing you to route calls to individual extensions or groups when necessary. The Auto Attendant can act as your organisation's front line for customers' first point of contact or as a reception overflow during peak periods.

External callers are prompted by the Auto Attendant to enter their choice of destination without the need for a receptionist to handle the call. If no destination is selected within a specified time, the call is automatically directed to the pre-defined destination. Automated Attendant is an ideal solution for busy departments – such as reception areas and call/response centres – or out of hours periods.

Samsung Auto Attendant can also be customised to truly reflect the individual nature of your working pattern (e.g. daytime, evening, lunch and holiday periods).

Samsung **Office**Serv IP Unified Messaging System (IP-UMS)

Imagine the efficiency and productivity of customising how voicemails, email messages, and fax messages are created, sent, received, tracked, synchronised, and archived – all from one central location. Samsung's **Office**Serv IP-UMS merges it all through a robust unified messaging system for small to medium businesses to professionally manage customer and business contacts.

Samsung's **Office**Serv IP-UMS has enhanced functionality to provide fully synchronised unified messaging along with powerful Text-to-Speech (TTS) capability that together enables the subscriber to listen, record, organise and maintain all their messaging from a suitable device of their choice.

Samsung **Office**Serv IP-UMS advanced features

Auto Attendant

OfficeServ IP-UMS built-in Automated Attendant serves as a 24 hour receptionist, ensuring that all calls are efficiently routed to the appropriate person or department, improving customer service and minimising lost or abandoned calls. Flexible management options let you easily create new professional greetings or call queue messages using pre-recorded wav files. Alternatively, simply type in your new greeting and the Text-to-Speech engine will read out the message for you. **Office**Serv IP-UMS also allows changes to Auto Attendant configuration, routing options, and destinations settings to be easily made from the browser based administration page. Also available via the Auto Attendant is dialing another extension number, transferring to an operator, accessing pre recorded and stored information (audiotext), or connecting to voicemail.

Text-to-Speech (TTS)

Advanced Text-to-Speech capabilities allow users to dial into their mailboxes and have their email messages read to them by the **Office**Serv IP-UMS server. This service can be accessed within the enterprise or externally using a standard or mobile telephone. TTS reads the sender's name and subject, and you can choose to listen to the e-mail content.

Scalability and Networking

OfficeServ IP-UMS is scalable up to 128 ports on the Samsung **Office**Serv 7400, serving up to 1,000 subscribers (32 ports on the Samsung **Office**Serv 7200). It can also operate as a centralised voicemail/messaging system for multiple sites that are seamlessly networked together using Samsung proprietary networking protocol, (SP-NET).

Additional **Office**Serv IP-UMS advanced features
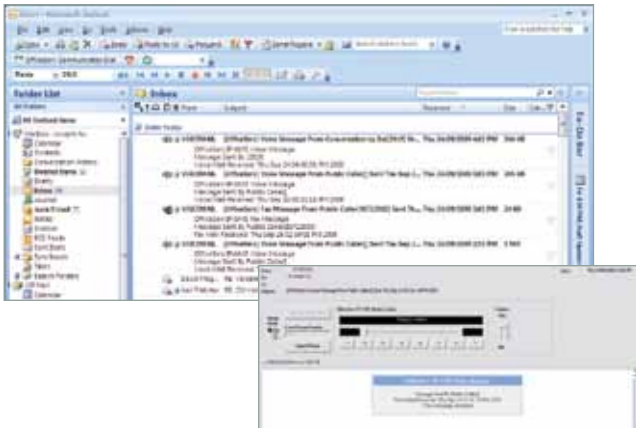
Voicemail/Unified Messaging

- **Office**Serv IP-UMS enables easy access to Voice, Fax, and E-mail messages from both the Samsung telephone system mailbox and the Microsoft Outlook/Exchange mailbox, (or via a web client interface on any PC)

- Fully synchronised unified messaging - Message Status (Read, Unread, New, Saved and Deleted) are kept fully synchronised between the telephone system mailbox and the Outlook mailbox.

Desktop Faxing

- Send and receive faxes from your PC with no more dedicated lines, fax modems, fax machines and no more waiting time!

- Fax on Demand - Frequently requested documents such as price lists and order forms can be stored in your Messaging Server's memory for callers to easily download on to their own fax machine freeing up valuable resources to perform other tasks.
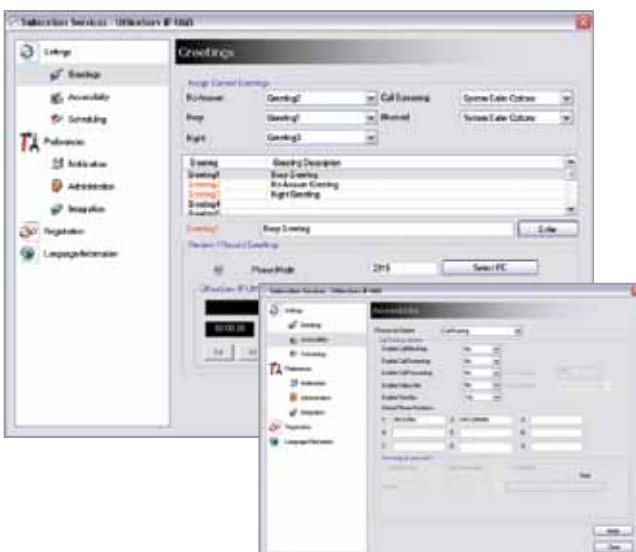
Easy management

- Web and Outlook Subscriber Services allow administrators and users to log into a convenient web-accessed administration page and manage system changes remotely – including programming personal greetings, find me and follow me routing and call routing modifications for the built-in auto attendant.

Personalised Voicemail

Samsung **Office**Serv Voicemail offers advanced call facilities and puts the user in control. Voice messages can be left when staff are busy or out of the office. Users can record their own personal greetings (busy, no answer, out of office, on holidays).

With the aid of either voice instructions or the screen prompts on the **Office**Serv handset LCD screen, all employees can easily navigate Samsung **Office**Serv Voicemail. The Voicemail solution allows users to reap the benefits of streamlined office messaging the first time they pick up the phone. Users are alerted to new messages via a message waiting lamp or the LCD screen of their **Office**Serv handset.

Samsung **Office**Serv Voicemail goes one step further, allowing users to intelligently route callers with different greetings and employing call routing based on time of day, day of week, caller ID and Direct Dial Inward (DDI).

Additional Office Serv **Voicemail features:**

- create and send messages to a group (sales, support group)
- record important conversations and personal reminders
- remotely access voice messages

- change automatic greeting based on time and date
- forced ringing calls directly to a mailbox
- screen calls through an answering machine emulation

Email Gateway – Voicemail and Fax Direct to your PC Inbox

With a simple click of the mouse, the Email Gateway feature gives users the ultimate tool to access and manage all telephone, fax and email messages directly from their email client, up to five email destinations can be set up to receive these messages.

Whether you're on the road or in the office, you can receive, respond, date and time stamped, then transfer and forward voice, emails and faxes with ease and efficiency. New voicemail and fax messages are sent to pre-defined email destinations as WAV and TIF file attachments. Clicking on the attachment brings up your windows media player allowing you to play, stop, pause and replay messages at your convenience. Similarly, fax attachments can be viewed using your imaging software and printed out if required.

Samsung **Office**Serv Messaging Options

	OFFICESERV EMEDDED VMS	**OFFICE**SERV SVM-i20E	**OFFICE**SERV IP-UMS
System	**Office**Serv 7030 **Office**Serv 7100	**Office**Serv 7200 **Office**Serv 7400	**Office**Serv 7200 **Office**Serv 7400
Maximum Ports	4 **Office**Serv 7030/7100 6 **Office**Serv 7200S	20	32 **Office**Serv 7200 128 **Office**Serv 7400
Maximum Storage	11 Hrs **Office**Serv 7030 60 Hrs **Office**Serv 7100 60 Hrs **Office**Serv 7200S	140 Hrs	400 Hrs*
Email Gateway Voice	Yes	Yes	Yes
Email Gateway Fax	No	Yes	Yes
Fax Detection	Yes	Yes	Yes
Maximum Fax Mail Ports	2	2	2 (MGI16) 8 (MGI64)
Audio Text	-	Yes	Yes
Unified Messaging	-	-	Yes
Text-To-Speech	-	-	Yes

*More available with larger HDD

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Transform your business through greater professionalism and efficiency

Across Australia and around the world, the Samsung name is associated with innovation, quality, reliability and value. Our commitment to research and product development ensures Samsung's reputation as a provider of the world's most intelligent telecommunications products will continue.

If you would like more information about the best telephone system for you please contact your Samsung Authorised Partner or visit our website at **www.samcom.com.au**.

For further information contact your
Samsung Authorised Partner

SAMSUNG
Enterprise IP Solutions
www.samcom.com.au