

Samsung CMS Report

Manage, analyse and control communications.



The Samsung Call Management Suite (CMS) Report solution efficiently manages your business communications, empowering you to increase productivity and make informed decisions about your business.

Why Choose Samsung CMS Report?

Samsung CMS Report integrates fully with your Samsung OfficeServ system enabling you to extract and manipulate data to provide intelligence about your business.

Generate reports to:

- Identify unanswered calls
- Verify call costs
- Identify billing anomalies
- Combat telecommunications fraud
- Control communications capacity and traffic flows
- Design staff shift patterns around call volume to achieve Service Level Agreements (SLAs)
- Generate revenue through call cost mark-up and line rental charges.

Functionality Overview

Dashboards and Widgets

If you need the answer immediately and have it at your fingertips, the Dashboards and Widgets deliver. Have the information you want your way, the fully customisable dashboard contains the live up to date business information you want and need to make the operational decisions demanded in today's frenetic business world. How do you take in information? Data streams out of almost every device, too much to take in and analyse, Samsung

CMS Report takes all of this data in, processes it and outputs the results you need to see in a way that suits you.

Samsung CMS Report is not restricted with where it gets its data from. You can connect to Excel, Access, SQL and any other industry standard database allowing you to deliver real business intelligence.

Measure it to Manage it

There are parts of every business operation that need to be monitored and measured, but that is not the end of it. The next process is to manipulate and formulate the results to provide an output that has meaning. The Samsung CMS Report has the intelligence built in to do all of this for you, delivering you the results without the headache. A simple example of this would be in telling you about the calls that you have missed, truly missed that is not just a list of calls that just hung up before getting an answer. A real missed call is a call from a number that has not been answered and that also has not subsequently called back in and been answered or has not had a call made to them. Having this information at your fingertips saves you a lot of time returning calls to customers you have already spoken to. Other important measurement data that is simply delivered is Grade of Service, Percentage of Calls Answered (PCA) and Caller Tolerance to name a few of the most common ones.

Why analyse call activity?

- Maximise the return on your telecoms investment
- Improve customer service, helping you to retain customers
- Increase revenue by monitoring and improving your business performance
- Improve call handling techniques
- Detect telephone fraud early
- Reduce communications costs

Staffing costs are one of the highest overheads any business has, making sure this resource is used efficiently is key. Having staff available to answer calls when you are busy and doing something else when the phones are quite is no longer guess work but a simple click away. Samsung CMS Report will provide a profile of daily call flows and also tell you how many people you need at various times of the day to meet those demands, tailored to the service level you want to provide.

Enhancing Service and Support

Business CMS Report empowers you to manage service levels and make informed decisions about your business:

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FEATURES MATRIX

- Identify trends in performance in real-time
- Reduce manpower costs by minimising wastage
- Enhance manpower planning and forecasting
- Control resource capacity and redirect traffic flows
- Manage staff workflow; design shift patterns based on call volume
- Report on performance, for senior management
- Effective benchmarking and performance monitoring
- Create specific billing for campaigns and clients.

Executive Summary

High level reporting collates information from multiple reports, observations and recommended actions and can be emailed to key decision makers.

Multi-Site Management

Effectively monitor an unlimited number of sites centrally. Using the very latest in IP data collection techniques, remote site data can be made available in real-time over a LAN or WAN. The system checks for any potential drops in connection to ensure that analysis is correct and up to date. For additional resilience, data collection units can be used to store and periodically send data to the central system. Optionally, local sites can also have their own individual analysis.

Minimum system requirements:

- Dedicated Dual Core PC running 2.0GHz or faster processor
- Windows XP / 7 / 8 Professional, Vista Business, Server 2008
- 2GB RAM, 900MB Hard Disk Free Space

Samsung CMS Report
Real-time statistics
Dashboard with predefined widgets and widget builder
Historical extension reports
Scheduling extension reports
Reports in multiple output formats
Email delivery of reports
Extension group analysis
DDI activity reporting
Trunk utilisation reporting
Multi-level reporting
Alarms (email/dashboard/wallboard)
Standard and configurable reports
External data widgets to integrate with business information
Organisational, extension and client billing with line rental and call cost mark up
Unreturned missed calls reports
High level executive summary report
Outbound unanswered call reporting
Multi-site reporting*
Client server working**

*Additional components are required for each remote site

**Additional client licenses are chargeable

For more information, please visit: www.samcom.com.au

