## OfficeServ<sup>™</sup> Dataview Enterprise IP Solutions

The OfficeServ<sup>™</sup> DataView application is the Samsung solution for live monitoring and historical reporting on IP-enabled iDCS and OfficeServ platforms. Providing comprehensive information and statistics, DataView gives call centers increased functionality and greater efficiency.

For starters, the DataView interface is Web-based. That means you don't need to load software on each agent's PC, and you don't need to manually configure each desktop. The information is downloaded automatically. Also, the Web-based functionality supports more efficient, more cost-effective licensing. DataView is either enabled or disabled ("on" or "off") for the entire phone system, so there is no need to purchase license upgrades as you add or remove users. Finally, DataView tracks and reports all calls coming in and going out of the phone system, so agents can perform quality control or even recover sales opportunities lost on abandoned calls.



Samsung Means Business



# **Office**Serv<sup>™</sup> **DataView Features**

#### OfficeServ DataView comprises three components:

#### **Data Collector**

Collects and analyzes call events on the system

#### Data Manager

Calculates and saves statistics from collected data

#### Scheduler

Provides database and scheduled report management

| 🖇 Administra   |   | 🔄 UCD Agen              | t Status |             |           |              |              |                 |             | <b></b>      |
|--|---|-------------------------|----------|-------------|-----------|--------------|--------------|-----------------|-------------|--------------|
| Statistics   | 3401899236C                                       |                         |          |             |           | 🗖 Show Plug/ | Log Out Inte | rval : 10 sec 💌 | Group: 5830 | Start        |
| <ul> <li>Trunk</li> </ul>  |   | Summary                 |          |             |           |              |              |                 |             |              |
| <ul> <li>Station</li> </ul>  |   | Group Number Group Name |          | Name        | Agents    | Logged In    | Logged (     | ut Agents Busy  |             | Busy Ratio   |
| • UCD  |   | 5830                    | Tech     | Supp        | 10        | 2            | 8            |                 | 2           | 100.0%       |
| <ul> <li>Operator</li> <li>Miscellane</li> </ul>   |   | Agent Detail            |          |             |           |              |              |                 |             |              |
| <ul> <li>Scheduled</li> </ul>  |   | Number                  | Port #   | Port Status | Agent PIN | Agent Name   | Agent State  | Call Status     | Duration    | Phone Number |
| Monitoria  | ia.   | 1                       | 6116     | Normal      | -         | Thomas T     | Log In       | Connected       | 0:01:35     | 6627672800   |
| <ul> <li>Trunk</li> </ul>  | ·*  | 2                       | 6121     | Forward     | 10 20     | LORENZO S    | ABW          | Idle            | (           |              |
| <ul> <li>Miscellane</li> <li>WallBoard</li> <li>Configur</li> <li>User Mani</li> <li>Server In</li> <li>Report Sc</li> <li>Miscellane</li> <li>Personaliz</li> </ul> | ation<br>agement<br>formation<br>heduling<br>ious |                         | WF F     | ap Up       | AB        | 99           | DND          |                 | Log Out     | •            |

### The OfficeServ DataView application offers key features for greater functionality and cost-efficiency:

- > System wide On/Off License Model
- Data is stored in Microsoft<sup>®</sup> Access database or SQL server formats
- > Built-in warning for Access database storage limits
- > Database backup with reporting capabilities
- Web-based application designed specifically for Internet Explorer software
- User accounts with multiple permission levels provide data access
- 45 statistical reports track trunk, station, Voicemail (VM) and Automatic Attendant (AA) usage, as well as Uniform Call Distributor (UCD) and operator group statistics

- 14 live monitors track trunk, station, UCD, operator and VM/AA activity
- > Report scheduling for daily, weekly or monthly statistics
- > Up to 18 reports can be generated for each interval
- Configurable agent PC wallboard-type window displays up to 22 statistics using programmable alarm thresholds
- Any and all reports exported to Microsoft<sup>®</sup> Excel with one click
- > Abandoned Call List displays details of each lost call
- Station and trunk port statistics list all calls to or from specific station or trunk, including detailed call information
- Multilingual support per user account English, Korean, German and Italian



\*OfficeServ Link is required for OfficeServ applications connected to the Samsung iDCS or OfficeServ elite line of business communication systems. \*Microsoft Access and Microsoft Excel are registered trademarks of Microsoft Corporation in the USA and/or other countries.

www.samsung.com/bcs