OfficeServ™
Operator
Enterprise IP Solutions

You're a professional who expects the best and has one chance to make a first impression with each customer. OfficeServ Operator makes certain all your first impressions are positive and professional.

Samsung's OfficeServ Operator application provides a complete call control solution for business operators and receptionists. Combined with a Samsung iDCS telephone system, this Windows®-based attendant console equips your frontline staff with all the power needed to manage high-volume call traffic professionally and smoothly.

With the power of converged data and telephony and the convenience of "click and drag" and touch-screen interaction, your attendant has real-time capabilities that are easy to use. In addition, multiple attendant consoles can be installed in a single node configuration, and individual operators can manage the entire telephone system or individual work groups. Caller ID Name, Number, and Call Duration are some of the features that up to 20 attendant positions can use to keep your business at peak performance.

OfficeServ Operator is a member of the Samsung OfficeServ Suite of Computer Telephony Integration (CTI) applications that keeps your business professional and efficient. Make every call count for your company. Choose OfficeServ Operator. So flexible, so powerful, you will wonder how you ever got by without it.
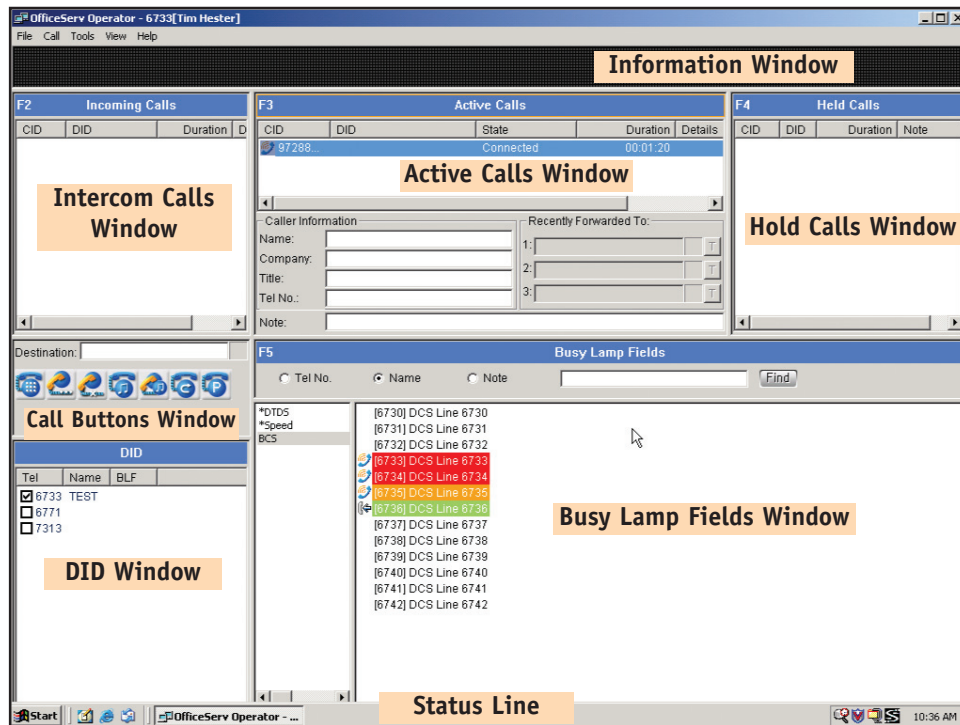
Samsung Means Business

SAMSUNG

OfficeServ™ Operator

Samsung understands that first impressions are hard to change. So make every first impression a positive professional experience for all your customers. Let OfficeServ Operator equip your attendants with the powerful PC-based operator solution to easily and professionally manage your high volume call traffic.

OfficeServ Operator integrates with your voice and data infrastructure to maximize your call traffic efficiency. Some of the features include the following:

Busy Lamp Field Indication: Displays each extension status

Easy Setup and Configuration: Easy plug and play installation

Extension Information: Displays Call Forwarding details

Department Queues: Organizes and distributes calls to other operators

Conference Call Setup: Easily initiates conference calls

Notes Facility: Adds reminder messages to waiting calls

Hold: Easily holds, parks, and repeats hold actions with one key

Contact Information: Displays caller name, number, and details for active calls

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