Making an informed choice

Which system, which phones, which applications...

When choosing the right solution for your business it is crucial to start with the most important point, the user. What is it they need to get from the new system? What function do they perform? What business applications do they use? Are they static or mobile, do they operate in the office, out of the office or both? Armed with a profile of your users it is much easier to see which applications, handsets and system will work for your organisation. Here are the most commonly used applications:

Call handling
Operator.
The first contact point for many customers. This PC-based console application provides everything needed for speedy and efficient incoming call management, from call transfers and queue management to call recording and conference calls. The status of all users is visually shown as well as the location of mobile handsets, allowing operators to provide a quick, accurate and informed service to callers.

Xchange.
Delivers an enhanced experience to users, helping them increase their performance and efficiency. Xchange connects your communications with your CRM systems, giving the user greater visibility and control. Key features include screen popping of caller details, easy to use directory search, and telephony enablement of your businesses CRM system providing click-to-dial functionality.

Voice Messaging.
(including Auto Attendant)
Essential for any business that requires out of hours operation, self-service capability and general messaging. The Voice Messaging features include voicemail, message forwarding, voicemail to email, conversation recording and an auto attendant that automatically answers calls with pre-recorded messages and self service prompts.

Call management
Call Reporting.
Gives full visibility of call traffic and call costs from single or multiple sites, with the option to charge costs to different departments/clients. Shows surges and peaks in call activity so that you can allocate resources to ensure calls are answered promptly. Call Reporting is also an essential tool in the fight against telephone fraud, allowing you to quickly identify potential fraud and take defensive action. This business management tool gives insights into the business operations that are unseen and therefore unmanaged.

Voice Recording.
This optional service provides encrypted call recording as a plug-in service. Recordings can be searched for and retrieved using many parameters including caller ID, time, date, department or number dialled. Call Recording will also work with registered mobile phones, recording voice and SMS messages, video clips and GPS information. The system administrator has access via a secure portal and can make notes against any recorded information, creating audit trails. With encrypted files and exclusion lists for personal numbers not to be recorded, only the client has access to their information held on secure servers, certified to ISO9001, ISO27001/2 and ISO22301.

Collaboration & Mobility
Softphone Communicator.
Turns your PC or laptop into an extension of the phone system with access to all system features including DDI calls, voicemail and personal directories.

Fixed Mobile Convergence
WE VoIP.
Whilst there are obvious benefits of smart phone usage in the workplace, problems do occur as the voice quality of the call can be weak at times, the cost of a call is significantly higher and the user is not able to take advantage of the

features of the office telephone system, e.g. Call Transfer, Call Recording etc.

That is why Samsung has created Samsung WE VoIP application which is a mobile client that handles all telecommunication functions with ease. It is equipped with clear voice quality and easy-to-use phone features for convenient and effective communication.

Samsung WE VoIP is designed for the mobile from the mobile user's point of view. The phone is used in the normal way by the user, however, they can benefit from more functionality with higher voice quality.

Any call you make is routed through the system so you can take full advantage of business calling rates and call recording. It gives visibility of others on the network as well as your location to the Operator and provides access to corporate directories and functions so that you are always in touch.

All incoming calls are intelligently directed to you wherever you are, making the most efficient use of the resources available. Samsung WE VoIP incorporates a 3G dialler, HD voice technology and Wi-Fi handover capabilities to bring professionals a simple, hassle-free user experience and provide a clear telecommunications service. This solution provides conference calling, transferring and hold functions.

Key Features
• Receiving a call
– One number, simultaneous ringing
– Context aware delivery via Wi-Fi or public wireless
– Calling line ID delivered

• Making a call
– Smart routing of mobile and internal numbers
– Optional fast routing through enterprise network
– Control of calling line ID
– Roaming from Wi-Fi to Mobile network during a call

• During a call
– Seamless move to and from desk phone
– Call recording

– Call control – transfer, conference, etc.
– No call interruption from incoming GSM calls

Samsung WLAN
The Samsung high performing WLAN solution uses the industry standard IEEE802.11 a, b/g, n and ac, whilst incorporating technology adopted from the recent Samsung investment in LTE, to address the specific needs of voice and video without impacting data throughput.

Seamless automatic handover when moving between Access Points (APs) removes the burden on devices and risk of disruption, while the application of Crystal HD Voice ensures the best possible speech quality and wireless service regardless of the type or number of devices in use.

Visit msdigital.com/hosted-samsung-communicator for more information.