

OfficeServ™ Dataview

The OfficeServ™ 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.



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OfficeServ™ DataView Features

OfficeServ DataView
comprises three
components:

Data Collector

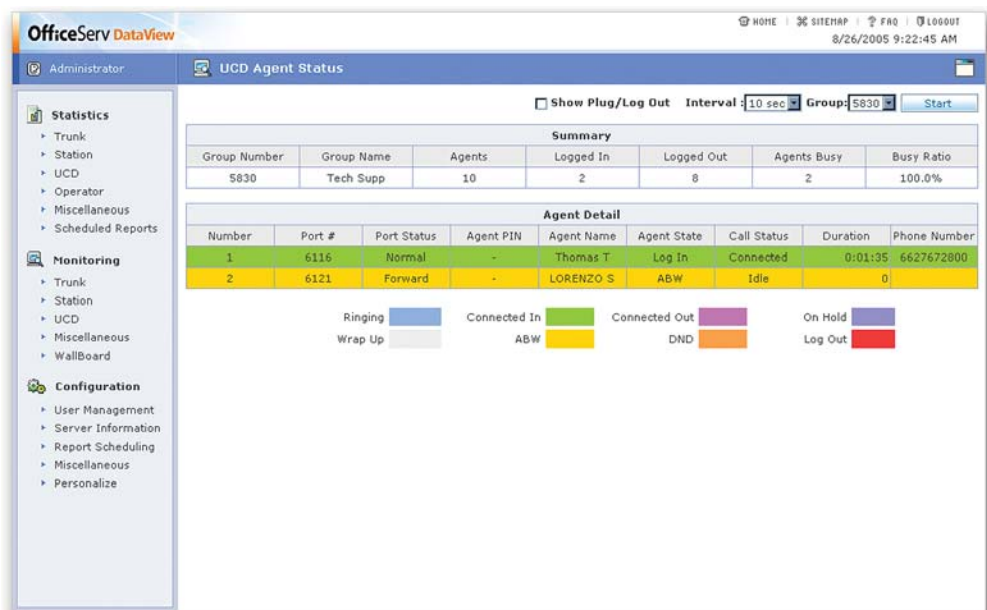
Collects and analyzes call
events on the system

Data Manager

Calculates and saves statistics
from collected data

Scheduler

Provides database and
scheduled report management



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

- ▶ System wide On/Off License Model
- ▶ Data is stored in Microsoft® 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® 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.
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