PRODUCT BULLETIN

Product Bulletin No.: 259_Samsung_CMS_Release   **March 31, 2014**

Announcing Samsung Call Management Suite

Samsung is pleased to announce the release of a new suite of call management products available on both the OfficeServ 7000 Series and Samsung Communication Manager (SCM) product lines.

Samsung CMS Report

Samsung CMS Record

Samsung CMS Contact

PRODUCT OVERIEW

Samsung Call Management Suite (CMS) – Samsung's Suite of Call Management products that deliver enhanced value to the OfficeServ 7000 Series or Samsung Communication Manager experience with value add Recording, Reporting and Call Agent features. The following products are delivered as optional features to your portfolio.

- **Samsung CMS Report** - Gives managers complete visibility of call traffic and call costs for single or multiple sites, with the ability to charge costs to different individuals, departments or clients. Primary call statistics can be displayed on a wallboard or PC monitor.
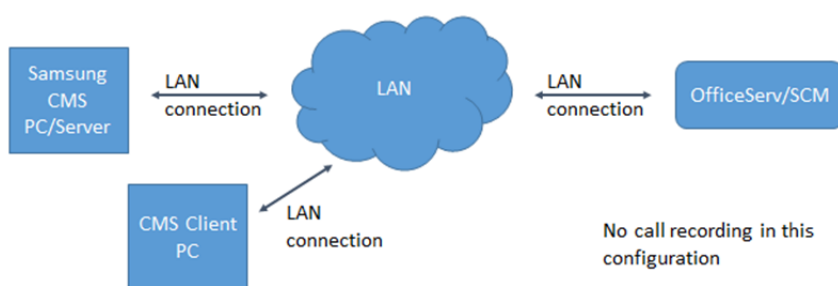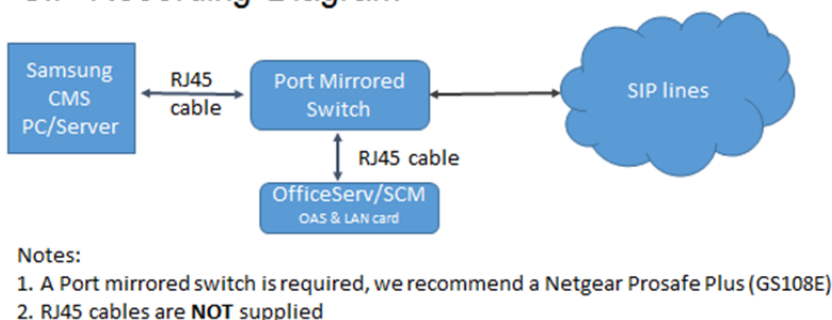
- **Samsung CMS Record** - The plug-in module for CMS Call Reporting and Samsung Contact Centre provides a complete management and call recording solution. Use it to store, find, playback, archive and email encrypted recordings.
- **Samsung CMS Contact** -Brings call center and handset functions to the agent's desktop. Separate modules show each agent's call history, call previews and performance statistics.
  - ➤ *Samsung CMS Contact is not supported on the Samsung Communication Manager system*

HARDWARE CONNECTIVITY

Report Diagram

SIP Recording Diagram

Notes:
1. A Port mirrored switch is required, we recommend a Netgear Prosafe Plus (GS108E)
2. RJ45 cables are **NOT** supplied

PRI Recording Diagram

Notes:
1. A splitter and USB cable are supplied with each PRI USB interface (NES-S102-USBS1)
2. RJ45 cables are **NOT** supplied
3. Can install a PCIe Express card in CMS Server instead of PRI USB Interface
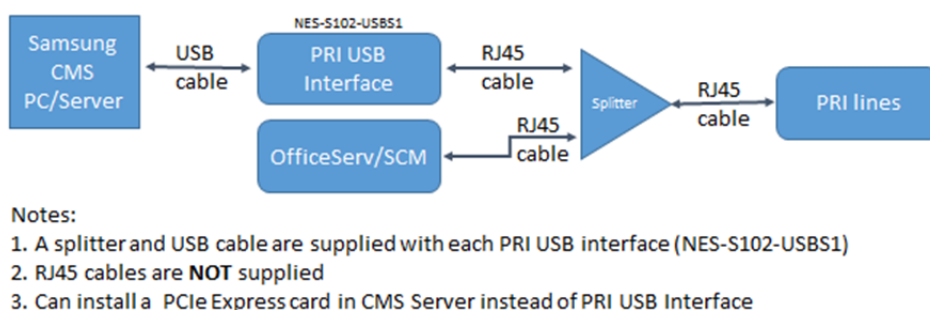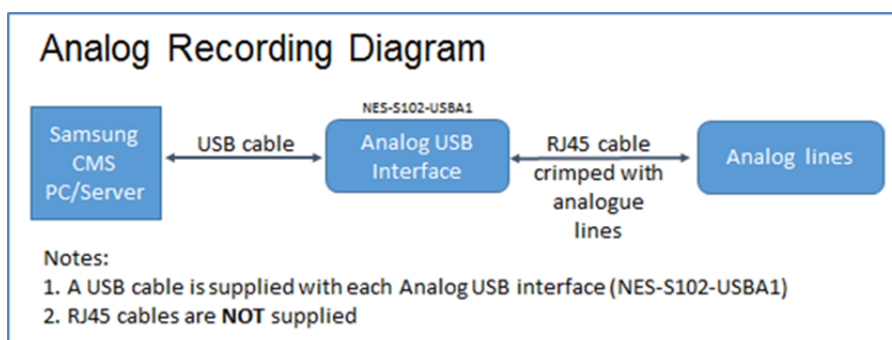
A Port Mirrored switch is required when installing the CMS Server. The most popular model used in CMS sites is the Netgear ProSafe Plus GS108E. Samsung does not provide the Port Mirrored Switch. It can be local purchase or customer provided.

PRICING & ORDERING

The table below shows list prices and material codes (P/N) to be used when ordering the Samsung CMS product. Please contact your Sales Engineer for assistance with quotes, configuration and pricing.

P/N	Description	US $ List	CAN $ List
SAMSUNG CMS PRICEBOOK 3/31/2014			
CMS REPORT			
NES-S100-IC03	REPORT (for running call reports, viewing dashboards and listening to recordings when integrated with CMS RECORD)	$995.00	$1,035.00
CMS REPORT Optional Upgrades	**Require REPORT**		
NES-S100-IC04	Additional REPORT license (for running call reports, viewing dashboards and listening to recordings when integrated with CMS RECORD)	$325.00	$338.00
NES-S100-IC05	Mutli-site reporting (requires local REPORT and provides consolidated reporting of remote sites at central site)	$660.00	$686.00
F-TL-S100-ICD	Data collection unit (required for multi-site solutions where no reliable inter-site connectivity)	$1,150.00	$1,196.00
CMS RECORD	**All Options Require a REPORT License**		
Analog RECORD			
F-TL-S102-USBA1	Analog USB interface unit (holds a maximum of 8 recording channel licenses per unit)	$610.00	$635.00
NES-S103-A04	Analog 4 Channel Recording License (requires an Analog USB Interface Unit per 8 lines of recording)	$2,670.00	$2,777.00
NES-S103-A08	Analog 8 Channel Recording License (requires an Analog USB Interface Unit per 8 lines of recording)	$3,945.00	$4,102.00
NES-S103-A02	Analog 2 Channel Recording License Upgrade (2 channel upgrade to S102-A04)	$1,250.00	$1,300.00

Primary Rate PRI\TI RECORD			
F-TL-S102-USBS1	PRI/S1 USB interface (holds a maximum of 23 recording channel licenses per unit)	$915.00	$952.00
NES-S103-T23	23 Channel PRI Call Recording License	$3,865.00	$4,020.00
F-TL-S102-PCU	23 Channel PRI/S1 PCI Express card (Internal PCIe card with 23 recording channel licenses)	$5,965.00	$6,204.00
SIP RECORD			
NES-S103-SP10	10 Channel SIP Recording License	$3,665.00	$3,812.00
NES-S103-SP02	Additional 2 SIP channel License (2 channel upgrade to S104-SP10)	$695.00	$723.00
CMS RECORD Upgrades			
NES-S105-PCIS	RECORD PCI Server License (provides server license for automatic stop/start of call recordings)	$1,295.00	$1,347.00
NES-S105-PCIA	RECORD PCI Seat License (provides automatic stop/start of call recordings based on CRM integration- licensed per agent seat)	$195.00	$203.00
NES-S100-CER	Call Evaluation and Reporting Add On (for quality monitoring of calls)	$895.00	$931.00
CMS CONTACT	All Options Require a REPORT License		
CMS SUPERVISOR			
NES-S101-CCR	CMS Supervisor License (for calls queuing\hold time\ group wallboards\dashboards and reporting on agent activity)	$1,325.00	$1,378.00
CMS AGENT			
NES-S101-CCS	Agent Control Server (to add CTI for supervisor to control and view live agent status) *Requires NES-S101-CCR	$2,360.00	$2,454.00
NES-S101-CCA	CMS Agent Seat License (provides an agent with desktop software for call control\call preview, personal call history and database integration) * Requires NES-S101-CCR and NES-S101-CCS	$285.00	$296.00
NES-S101-CCA10	10 x CMS Agent Seat License Pack * Requires NES-S101-CCR and NES-S101-CCS	$2,225.00	$2,314.00
CMS DIAL			
NES-S101-PRO	Progressive Dialer Agent Seat Upgrade (adds outbound dialer to contact center agent desktop application. Software indicates agent availability) *Requires NES-S101-CCA	$615.00	$640.00
NES-S101-PRE	Predictive Dialer Agent Seat Upgrade (adds outbound dialer to contact center agent desktop application. Software predicts agent availability) *Requires NES-S101-CCA	$775.00	$806.00
Professional Services			
NES-S106-REM	Remote installation and training (A PBX Engineer must be on-site at all times)	$1,185.00	$1,232.00
NES-S106-PS	One Day Professional Services (to cover external data widgets requiring database integration or sites requiring custom CRM Integration)	$1,800.00	$1,872.00
Support			
NES-S106-PSP	Platinum Support Service (12 month support renewal. Provides phone\email\online ticket support with remote connection. Any supplied recording hardware swap out cover)	12% RRP	12% RRP

SERVER SPECIFICATIONS

Minimum Server Requirements

CMS Report and Agent:

Dedicated Dual Core PC running 3.0GHz or faster
Windows XP/7/8 Professional, Server 2008
4GB RAM, 2GB Hard Disk free space (single
partition)

CMS Record:

Dedicated Dual Core PC running 3.0GHz or faster
Windows XP/7/8 Professional, Server 2008
4GB RAM, 250GB Hard Disk free Space (single
partition)

SOFTWARE COMPATIBILITY CHART

The Samsung Call Management Suite of products requires the following system software versions.

System	Version
OfficeServ 7030	V 4.75 or higher
OfficeServ 7100 (MP10a)	V 4.75 or higher
OfficeServ 7200S (MP20s)	V 4.75 or higher
OfficeServ 7200 (MP20)	V 4.75 or higher
OfficeServ 7400 (MP40)	V 4.75 or higher
Samsung Communication Manager (SCM)	V 4.0 Patch 3

LICENSING

Each Samsung CMS site will require a license key. The License Process is as follows.

Step 1	Dealer completes the License Order Form on GSBN then submits it for processing.
Step 2	STA Customer Service assigns a 'Site Installation Code' specific to the site information.
Step 3	This "Site Installation Code' gets registered into the License Server.
Step 4	STA Customer Service sends an email to the dealer with the activated "Installation Code"
Step 5	Installer enters this 'Site Installation Code' into CMS Installation Wizard CMS server.
Step 6	The Samsung CMS Server connects to the License Server and the 'License Key' is activated.

Note: The Samsung CMS license information is included in the online OfficeServ
License Order Form. For SCM Licenses contact your Sales Engineer.

DOCUMENTATION

Samsung provides a Samsung Partner Portal for Sales and Technical Information on Samsung Call Management Suite (CMS). Visit this link **http://www.cmsforsamsung.com/**

- Product Overviews
- Sales Brochures
- Video

- Technical Documents
- Software Downloads

For access to the Partner Zone on this web site, please contact your regional sales manager.

TRAINING & SUPPORT POLICY

There are two requirements to receive Samsung Technical Support on the CMS Product.

1. Technical certification on the Samsung Call Management Suite

   Steps to certification:

1	Review and study all of the technical documentation available on the **http://www.cmsforsamsung.com/** site.

2	Purchase the Samsung CMS on-line certification test.
	Course Number: 3014-01-OL (ONLINE TEST) Course Fee is $50 ($40 + $10 processing fee).
	Description. This test was designed for technicians who will install and maintain the Samsung Call Management Suite Products.
	Course Content. Review the following supporting documents and videos on the **http://www.cmsforsamsung.com/partnerzone** web site specifically designed for Samsung Call Management Suite of products.
	Videos
	   • Technical User Guide
	   • Technical Installation Guide
	Read and review the following documents on the site
	   • Technical Sales Guide pdf
	   • Sales Configuration Guide pdf
	End User Product Overview pptx
	Certification. Samsung Call Management Suite-technical administration and support on the Samsung CMS on OfficeServ 7000 or SCM systems.
	Test Length. 50 questions with required passing score of 80% (40 correct answers). 4 Hour time limit to complete test.
	Prerequisite. Must have passed either the OfficeServ 7000 Online Course 1000-01-OL or SCM Classroom Course SCM-A and SCM-P.

3	Log into the Samsung Academy and complete the test. Must achieve a passing grade of no lower than 80%

Note: Certification on the OfficeServ 7000 and or SCM is a prerequisite to take the Samsung CMS certification test.

2. **Purchase the Platinum Support Service**, Part number NES-S106-PSP. Samsung will provide technical support to a technician certified on the Samsung CMS product for 3 months after purchased date. To get Samsung technical support on CMS after this 3 month period the Platinum Support Service must be purchased for each CMS site.

PROFESSIONAL SERVICES

Samsung offers two Professional Service options to support Samsung CMS installations.

1. **Remote Installation and Training Service**. Part number NES-S106-REM
   Dealers who are not certified on the product or feel they want help with their first CMS installation may purchase this service using part number NES-S106-REM.
   An engineer from Samsung will provide remote assistance to the on-site technician with installation of the server, database configuration cutover and testing. The fee is per day and must be approved and purchased in advance. Contact Samsung Customer Service for additional details of this service. (A certified PBX Technician must be on-site at all times with the Professional Services Engineer)

2. **One Day Professional Services. Part Number** NES-S106-PS
   An engineer from Samsung will provide product customization based on the specific customer requirements. These include database and CRM integration, bespoke reports and widget creation. The fee is per day and must be approved and purchased in advance accompanied with the appropriate technical specification. Contact Samsung Customer Service for additional details of this service.

WARRANTY INFORMATION

Software
There is a 90 day warranty and Platinum Support Service included with the purchase of the Samsung CMS software. This provides Bug fixes and technical assistance on a per site basis. Additional 12 months Platinum Support Service, Part number NES-S106-PSP can also be purchased.

Hardware
There is a two (2) year warranty on the following hardware. It starts when the customer is licensed.
- PRI USB Interface
- Analog USB Interface
- PCIe Express Card
- Data Collection Unit NES-S100-ICD

If there are any questions regarding this notice, please contact your Regional Sales Manager or Samsung Technical Support via email at bcs.support@samsung.com.