



Bulletin No. 132_OfficeServ_DataView

October 3, 2005

OfficeServ™ DataView Product Release

Samsung Telecommunications America is pleased to announce the General Availability of the newest addition to the OfficeServ application suite, OfficeServ DataView. The DataView product is available for shipping from Samsung beginning October 3, 2005.

OfficeServ DataView is a monitoring and statistics application for select Samsung iDCS and OfficeServ Key Telephone Systems. DataView provides monitoring information on system usage and cumulative historical statistics on system usage through web-based user interfaces. OfficeServ DataView is a call center monitoring and historical reporting package as well as a comprehensive traffic reporting and analysis tool for telephone system management.



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OfficeServ™ DataView Product Release

OFFICESERV DATAVIEW PRODUCT OVEVIEW

The OfficeServ DataView application is a web-based tool that provides a powerful connection status monitoring and reporting package for iDCS 100 and iDCS 500 (software release 2.46 or higher) and OfficeServ 7200 telephone systems.

DataView uses Internet Explorer browser to provide an intuitive interface allowing fast and easy access to a wealth of information about phone system activity, both live and historical.

OfficeServ DataView operates on a customer-provided PC running Microsoft® Windows® operating system. Microsoft Internet Information Service (IIS) must be installed prior to installing DataView. Microsoft IIS comes free of charge with Windows 2000, Windows XP Professional, and Windows 2003 operating systems. In order for DataView to communicate with the phone system it must establish a connection to OfficeServ Link. OfficeServ Link may or may not reside on the same server as OfficeServ DataView according to user preference.

OfficeServ Link is a licensing authority for DataView as well as a communications gateway between DataView and the iDCS or OfficeServ System. DataView is licensed on a per system basis. With DataView, there are no additional costs per agent, as required with other call center applications.

OfficeServ DataView

The screenshot displays the OfficeServ DataView web application. The top navigation bar includes links for HOME, SITEMAP, FAQ, and LOGOUT, along with the date and time: 9/16/2005 9:31:29 AM. The main header shows the user role as Administrator and the current view as UCD Group Abandoned Call List. Below the header, there are search filters for Start (9/15/2005 11:00), End (9/15/2005 11:30), and Group (5830), with a Query button. The interface is divided into three main sections: Statistics, Monitoring, and Configuration. The Statistics section is active, showing a Summary table and an Abandoned Call List table. The Summary table has columns for Group Number, Group Name, Calls In, Abd Calls, Over-flow In, Abandoned Wait Time, Avg Time to Abd, and Abandoned Ratio. The Abandoned Call List table has columns for Number, Start Time, Inbound #, DID #, CLI #, and Abandoned Wait Time.

Group Number	Group Name	Calls In	Abd Calls	Over-flow In	Abandoned Wait Time	Avg Time to Abd	Abandoned Ratio
5830	Tech Supp	10	3	0	0:15:48	0:05:16	30.0%

Number	Start Time	Inbound #	DID #	CLI #	Abandoned Wait Time
1	9/15/2005 10:58:28 AM		6198	2814464207	0:05:00
2	9/15/2005 11:07:12 AM		6198	3052330947	0:03:59
3	9/15/2005 11:00:23 AM	6119	6198	3052330947	0:06:49

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OFFICESERV DATAVIEW BENEFITS AND FEATURES
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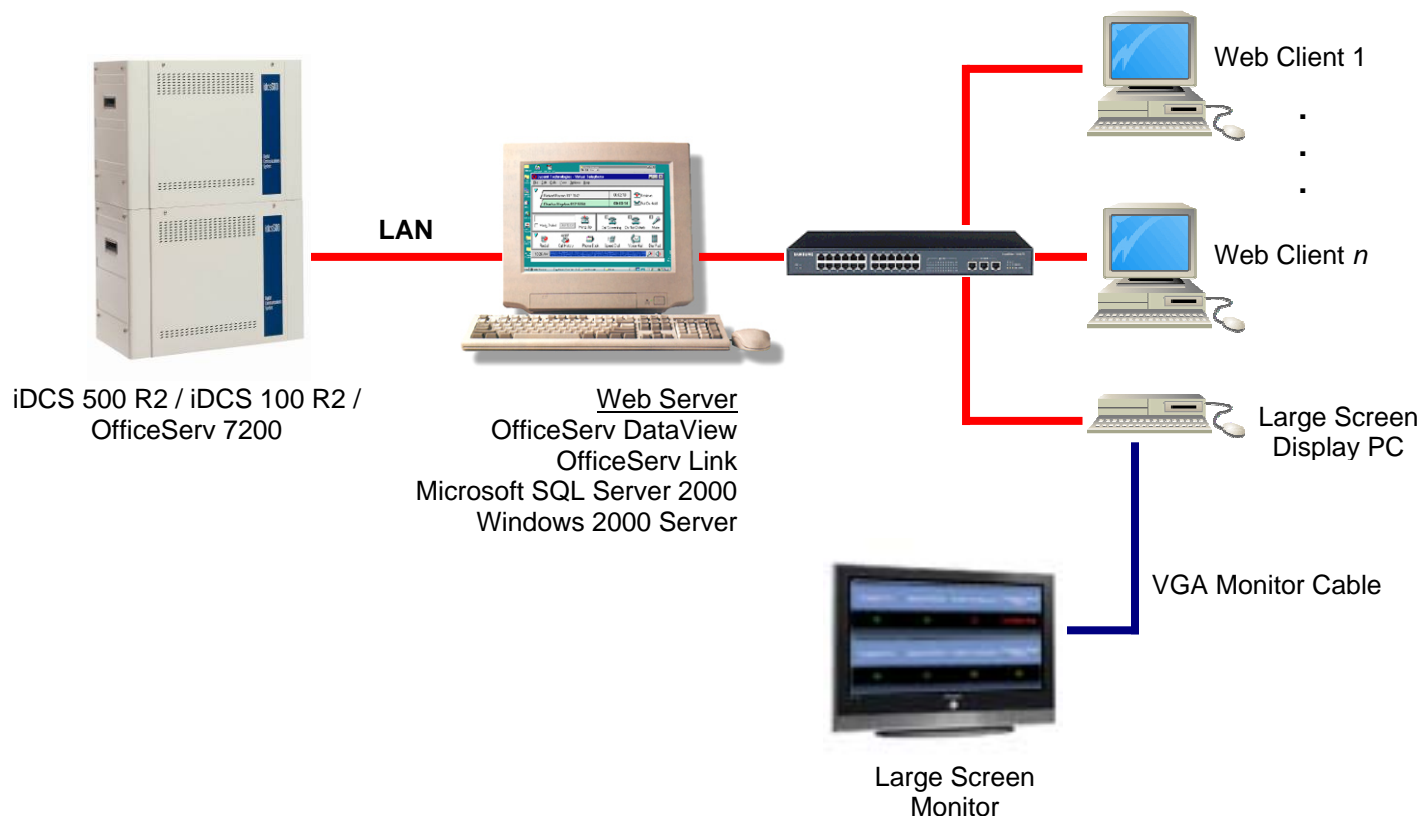
The OfficeServ DataView application offers key features for traffic management and call center monitoring:

- “ON/OFF” System Wide Licensing Model
- Data stored in a Microsoft® Access® software database or SQL server
 - Built-in warning for Access database storage limits
 - Database backup with reporting capabilities
- Web-based client specifically designed for Internet Explorer software
- User accounts with multiple permission levels provide data access
 - Multilingual support per user account - English, Korean, German and Italian
- 47 statistical reports track trunk, station, Voicemail (VM), and Automated Attendant (AA) usage, as well as Uniform Call Distribution (ACD/UCD) and operator group statistics
 - All reports export 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
- 18 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

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OFFICESERV DATAVIEW TYPICAL INSTALLATION

The OfficeServ DataView application is installed on a Windows®-based computer (PC) connected to a Local Area Network (LAN). This PC acts as a web server for the OfficeServ DataView application. The following illustration demonstrates a typical installation configuration. In the illustration, OfficeServ Link, OfficeServ DataView, and Microsoft SQL Server are all installed on the same server. There is also a dedicated PC to drive the large screen display.



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OFFICESERV DATAVIEW — TECHNICAL REQUIREMENTS

iDCS or OfficeServ Telephone System Requirements

The following table identifies the minimum connection and software requirements needed to connect OfficeServ DataView to the iDCS or OfficeServ systems.

iDCS System	Minimum Software Version	Connection Type
iDCS 16	Not Supported	Not supported
iDCS 100	2.48 or higher	SMCP1 LAN Interface
iDCS 500	2.48 or higher	MCP2 LAN Interface
OfficeServ 7200	2.48 or higher	MCP LAN Interface

OfficeServ DataView Web Server PC Requirements

- Microsoft Windows 2000 (Service Pack 2 or higher), Windows XP Professional (Service Pack 1 or higher), or Windows 2003 operating system*
- Microsoft Internet Information Service (IIS) v5.0 or higher
- Pentium 4 1.6Ghz (or higher) Microprocessor
- 512 MB (or higher) RAM
- 20 GB (or larger) Hard Disk Drive
- CD-ROM
- 10/100 Network Interface Card (NIC)
- Standard VGA Monitor, Keyboard, and Mouse
- TCP/IP Configuration

***NOTE:** If more than 10 simultaneous DataView users are required, the web server must be running a server version of Windows operating system (Windows 2000 Server, Windows 2003, etc.).

OfficeServ DataView Data Storage Requirements

- No special software is required when storing data using Microsoft Access Driver (MDB) settings.
- If storing data using SQL Database (SQL) settings, the SQL server must be running Microsoft SQL Server 2000 software or higher.

OfficeServ DataView Client PC Requirements

- Microsoft Internet Explorer software v6.0 or higher

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ORDERS AND LICENSING

In order to operate OfficeServ DataView, OfficeServ Link must be configured with a valid OfficeServ DataView License Key. DataView is licensed on a per System basis. The License Key is generated based on the iDCS or OfficeServ system MCP MAC address, which can be found in MMC 830.

When ordering OfficeServ DataView, you must complete the License Request Form, which can be found on the Samsung E-Business web site (<http://ebiz.samsungusa.com>).

Contact your Regional Sales Manager for further information on specific details for ordering the OfficeServ DataView License Key.

SOFTWARE, LITERATURE AND DOCUMENTATION

OfficeServ DataView Brochure

An OfficeServ DataView brochure is available for ordering using normal Samsung ordering procedures (L-SB-OSDVIEW). A PDF of the brochure is available on the eCommerce web site under the Sales & Marketing Support/Download Documents area.

General Description, User Guide and Software Application

The General Description, User Guide and DataView software application are available on the OfficeServ Application Software CD-ROM (L-CD-OSAPPS). Certain PDFs of the documentation are on the eCommerce website and printed copies can be purchased through the Samsung-FedEx Kinko's Print-on-Demand site (<https://psg.kinkos.com/samsung>).

Dealers may also download the application software from the Samsung eCommerce web site using a broadband connection.

TRAINING AND CERTIFICATION

Dealers are not required to hold certification to sell OfficeServ DataView. However, dealers require technical training certification in order to receive Samsung technical support.

Dealers who are not certified can become certified by attending a Samsung Training on-line course available through the Training Group. For additional information on Training, please visit the eCommerce web site (<http://ebiz.samsungusa.com>).

If you have any questions regarding this notice, please contact your Regional Sales Manager or Samsung Technical Support via email us at BCS.Support@samsung.com.

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