



Bulletin No. 171_DataView

March 07, 2008

OfficeServ™ DataView Announcement Version 1.5.2.1 is Now Available!

In August of 2005 Samsung Telecommunications America launched the OfficeServ DataView reporting package. In that time we have gathered feedback from you, our customers, on the state of the software. In response to current demands, several enhancements and fixes have been enacted. These enhancements are now being released in the form of a new version of the DataView application.

Samsung is pleased to announce the general availability of version 1.5.2.1 of the OfficeServ DataView application. The new software may be downloaded from the GSBN website or obtained from Samsung Technical Support on or after 03-07-2008. For assistance installing or upgrading to the newest version contact Samsung Technical Support at 800-788-7000.



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New Software Enhancements

The following enhancements have been implemented in the latest version of DataView:

DataView can now be installed and run on Microsoft Windows Vista operating systems including Vista Home Premium, Vista Business, and Vista Ultimate.

DataView's web interface is now fully compatible with Microsoft Internet Explorer 7. This applies to IE 7 on all operating systems including Windows Vista.

The Trunk Port Statistics report has been updated as the result of customer feedback. The report is now more intuitive and informative.

Bug Fixes

In addition to the software enhancements the 1.5.2.1 software includes the following bug fixes:

UCD Longest Wait Time Today field on the UCD Status Wallboard now resets properly at midnight in all scenarios

UCD Abandoned Calls Today field on the UCD Status Wallboard now properly increments when calls abandon in all scenarios.

500 M version phone systems now produce Caller ID from Station Port Statistics reports
Corrected a bug when connected to 500 M version phone systems that could cause Caller ID to disappear from Station Port Statistics reports.

Corrected a bug that caused Wait Time is now correct to be skewed in UCD Call Statistics if a conference took place during the call.

When new DID numbers are added to the phone system, DataView will no longer reset DID Group information.

Corrected several call routing scenarios are corrected in where DID call counts that could be erroneously incremented while waiting in a UCD queue.

Enhanced processing speed and efficiency in many network interface routines. This enhancement has the effect of greatly reducing the frequency of "stuck calls." Stuck Calls occur when server processor load or customer data network latency result in data packets being lost and manifest as calls showing to be in an erroneous state (such as Ringing) for hours, and in some cases days.

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Documentation

The latest OfficeServ DataView documentation, dated 05/2006, is located on Samsung's GSBN WEB site www.samsunggsbn.com.

If there are any questions regarding this notice or on any of the DataView documentation please contact your Regional Sales Manager or Samsung Technical Support Representative via email at BCS.Support@samsung.com.