



SamsungCMS

call management suite

Samsung CMS Modules for every requirement:



CMS REPORT

This module gives managers complete visibility of call traffic and call costs for single or multiple sites, individuals, departments or clients.



CMS RECORD

This module provides call recording, quality monitoring and call evaluation. Use it to store, find, playback, archive and email encrypted recording.



CMS CONTACT

This module brings call center analytics via dashboards and group wallboards, supervisor control, agent desktop and automated dialing.

Samsung CMS is a total call management solution that fully integrates with your Samsung phone system. This application provides a real insight into how your business interacts with customers and suppliers in real time using a configurable dashboard and reporting suite.

With Samsung CMS, users are able view real-time and historic call statistics, check the status of other extensions and record all external phone calls.

Samsung CMS enables your business to assess how quickly an agent answers a call, how many calls are lost, as well as peak times for incoming and outgoing calls. Paired with Samsung WE VoIP application, it can also make 'Bring Your Own Device' simple, allowing employees to make business calls from personal devices and automatically charging them back to the office.

Productivity through Intelligence

- You can only manage what you can measure
- Easily locate the calls you want
- Drive customer retention and increase job satisfaction



*Take control of your communications.
Let your business gain the benefits of
high performance and compliance.*

SAMSUNG

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Samsung Call Management Suite

KEY BENEFITS

INCREASED EFFICIENCY

Through caller tolerance analysis and understanding how long customers are willing to wait before giving up, businesses are empowered to decide how to restructure the phone system or reorganize staff.

ENHANCED PRODUCTIVITY

With Samsung CMS, businesses know exactly the effect of increasing calls or reducing staff on their service levels. Businesses are able to analyze call profiles and manage shift patterns more efficiently as well as deliver better customer service.

STREAMLINED OPERATIONS

In combination with the Samsung WE VoIP, a smartphone application, users enjoy the benefits of having all business calls automatically recorded even when they are away from the office, enabling agents to work remotely using their mobile devices.



CMS Modules

| WHY CHOOSE CMS REPORT? | WHY CHOOSE CMS RECORD? | WHY CHOOSE CMS CONTACT? |
|--|--|--|
| <ul style="list-style-type: none">• Identify unanswered calls• Verify call costs and identify billing anomalies• Minimize telecommunications fraud• Control capacity and traffic flows• Design optimal staff shift patterns around call volume• Generate revenue through call cost mark-up and line rental charges• Deliver organizational, extension and client billing | <ul style="list-style-type: none">• Analogue, Primary Rate or SIP call recording• Encryption• Call tagging / notation• Trim and extract• Audit trail of user access and playback• Extension tagging• Manual Stop/Start and Pause using DTMF• Automatic Stop/Start with optional CTI | <p>FOR THE SUPERVISOR</p> <ul style="list-style-type: none">• Speed up connection• In-depth analytics via dashboards, reports and group wallboards• Contact center staff modeling• Manage the team or individual agents and view availability• Listen in (or intrude) <p>FOR THE AGENT</p> <ul style="list-style-type: none">• Improve customer service, retain customers and build loyalty• Reduce call time, avoid gathering data twice, reduce data entry errors |

Samsung Call Management Suite (CMS) Supports:

Samsung OfficeServ 7000 Series v4.75 or higher
Samsung Communication Manager (SCM) v4.0 or higher

Minimum system requirements varies per module. Refer to each module specs for more details. You can add modules at any time to enhance functionality. Additional hardware may be required.

For a comprehensive list of features and functionality, contact your Samsung Authorized Partner.

For more information visit

www.cmsforsamsung.com

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