

# Samsung OfficeServ applications

## Feature matrix



	Call Reporting	Contact Centre Reporting	Contact Centre Agent
Real-time statistics	S	S	
Call monitor	S	S	
Historical extension reports	S	S	
Scheduling extension reports* <sup>1</sup>	S	S	
Reports in multiple output formats* <sup>2</sup>	S	S	
Email delivery of extension reports* <sup>1</sup>	S	S	
System wallboard	S	S	
Extension group analysis	S	S	
DDI activity reporting	S	S	
System traffic report presentation	S	S	
Trunk utilisation reporting	S	S	
Multi level reporting	S	S	
Client server working	S	S	
Multi site reporting* <sup>3</sup>	S	S	
ACD Wallboard		S	
Agent status and group analysis		S	
Agent activity reporting		S	
ACD Group reporting		S	
Call Centre reporting		S	
Call Centre modelling		S	
ACD report analysis		S	
Log in/out of groups			S
ACD Wallboard (per agent or supervisor seat)			S
Agent status (logged in/out, DND, Extended Wrap-up, On a call)			S
Time in status			S
Caller details			S
Control agent status from supervisor			S
Agent/Supervisor call history			S
Dial pad			S
Call preview (CLI, DDI, DDI name)			S
Log out reason codes			S

\*<sup>1</sup> Reports available for scheduling are in Extension reports section: activity, top calls, performance and comparison.

Trunk line utilisation is also available for scheduled output.

\*<sup>2</sup> Formats currently available - xls, txt, csv, rtf and wmf

\*<sup>3</sup> Additional components are required per remote site: remote site reporting and data collection unit

\* Features and specifications are subject to change without prior notification

[www.samsungbusiness.com](http://www.samsungbusiness.com)

Think Smart. Think Samsung.