Features datasheet
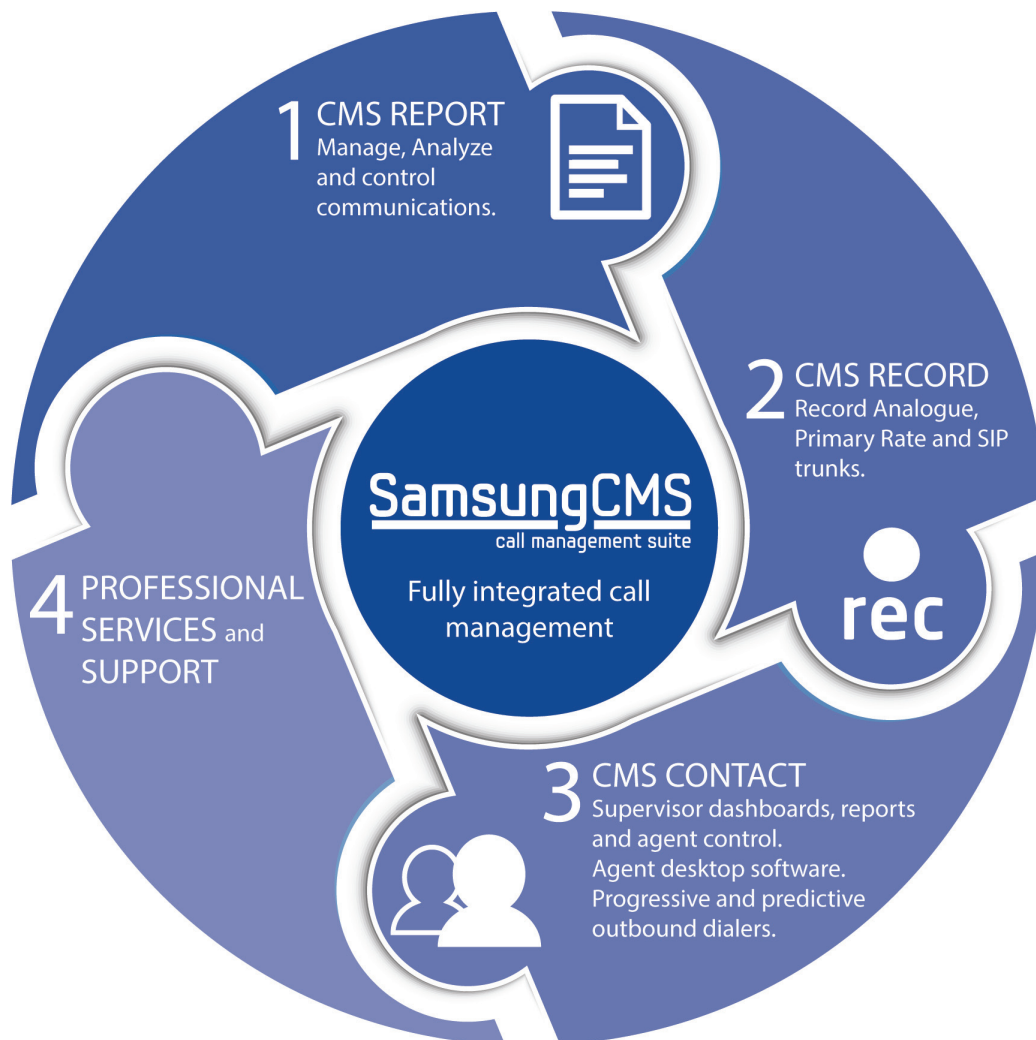
Every module of Samsung CMS call management suite is fully integrated, working seamlessly with your Samsung phone system.

This datasheet provides a full features list for each of the modules:

- **CMS Report** - dashboards and reporting
- **CMS Record** - call recording and quality monitoring
- **CMS Contact** - contact center analytics, wallboards, supervisor management, agent call control and outbound dialers.

1 CMS REPORT
Manage, Analyze and control communications.

2 CMS RECORD
Record Analogue, Primary Rate and SIP trunks.

SamsungCMS
call management suite
Fully integrated call management

rec

4 PROFESSIONAL SERVICES and SUPPORT

3 CMS CONTACT
Supervisor dashboards, reports and agent control.
Agent desktop software.
Progressive and predictive outbound dialers.

Features Matrix	Samsung CMS Report
Real-time statistics	Y
Dashboard with predefined widgets and widget builder	Y
Historical extension reports	Y
Scheduling extension reports	Y
Reports in multiple output formats	Y
Email delivery of reports	Y
Extension group analysis	Y
DDI activity reporting	Y
Trunk utilization reporting	Y
Multi-level reporting	Y
Alarms (email/dashboard/wallboard)	Y
Standard and configurable reports	Y
External data widgets to integrate with business information	Y
Organizational, extension and client billing with line rental and call cost mark up	Y
Unreturned missed calls reports	Y
High level executive summary report	Y
Outbound unanswered call reporting	Y
Multi-site reporting	Y*
Client server working	Y**

* Additional components are required for each remote site

** Additional client licenses are chargeable

Minimum system requirements:

- Dedicated Dual Core PC running 2.0GHz or faster
- Windows XP / 7 / 8 Professional, Vista Business, Server 2008
- 2GB RAM, 900MB Hard Disk Free Space

Features Matrix	Samsung CMS Record
Analogue, Primary rate and SIP call recording	Y
Security through encryption	Y
Trim and extract recordings	Y
Save / email recordings as .wav files	Y
Audit trail of user access and playback	Y**
Daily call analysis	Y
Call flagging	Y
Multi-site recording	Y
Web-based recording playback	Y
Essential reporting	Y
Deployment via USB	Y
Deployment via PCIe cards	Y***
Stop/Start and Pause using DTMF dial tones (not currently available on SIP)	Y
Automatic Stop/Start of call recording based on CRM integration (limited capabilities on SIP)	Y*
Report on call outcomes	Y**
Call tagging / annotation	Y**
Call quality monitoring	Y**
Call evaluation, feedback, results and audit reports	Y**

SERVER STORAGE SIMULATION (SIP)					Unit: GB
With RTP encryption	Agents	1 Day	1 week	1 Month	1 Year
- Save as encrypted wav. File	10	1.1	5.3	21.1	252.7
- Conditions: 460KB/minutes 4 hours a day	25	2.6	13.1	52.6	631.8
5 days a week 20 days a month	50	5.3	26.4	105.3	1,263.7

* Requires CMS Record PCI Server license and relevant PCI Agent licenses

** Requires Call evaluation and reporting pack

*** Requires PCIe card upgrade

Call recording is not supported on virtual machines.

Minimum system requirements:
- Dedicated Dual Core PC running 2.8GHz or faster
- Windows XP / 7 / 8 Professional, Vista Business, Server 2008
- 3GB RAM, 250GB Hard Disk Free Space (C: partition) *the size of site and number of calls per day does affect the minimum specification of the PC – Contact your Samsung Authorized Dealer if unsure.*

Samsung CMScontact
contact center analytics & agent call control

Contact center analytics and agent call control

Features Matrix	Samsung CMS Supervisor and CMS Agent
Contact center reporting	Y
Contact center staff modeling	Y
Agent availability status & group analysis	Y
Agent activity reporting	Y
Cradle to grave reporting	Y
UCD group reporting at call detail level	Y
Bounced call reporting	Y
UCD group calls queuing and longest queue time now	Y
UCD group wallboard	Y
Reporting on agent activity by UCD group	Y
Alarms (email/dashboard/wallboard)	Y
Agent busy reporting	Y
Control agent status from supervisor	Y*
Agent call status (on a call, ringing)	Y*
Duration in status	Y*
Personal wallboard	Y*
Change availability using reason codes	Y*
Active status control (DND, availability, barge)	Y*
Absent message reporting (reason code/availability)	Y*
Click to dial, dial from browser page, dial from call history, dial from clipboard	Y*
Inbound, outbound and missed call lists	Y*
Call preview window with call control (CLI, DDI, DDI name)	Y*
Personal address book, import contact list (csv / Excel / Outlook)	Y*
On-screen call control (hold, transfer, consult, deflect, answer)	Y*
MS Outlook contact integration	Y*

Minimum system requirements:

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

CMS Agent comprises of CMS Report and Contact Centre Supervisor license.

* Requires Agent Server. Agent desktop features require Agent Desktop license.

** Requires professional services.

www.cmsforsamsung.com

Progressive and predictive outbound dialers

Features Matrix	Samsung CMS Dial
Fully automated dialing	Y
Progressive dialing (indication that agent is ready)	Y
Predictive dialing (prediction that agent will be ready)	Y
Easy to set up and change calling patterns	Y
Inbound and outbound call blending	Y
Unlimited number of queues and campaigns	Y
Split a campaign between any number of agents	Y
Customize dialing by controlling wrap up codes / wrap up times / max. ring time / retry count / delay between retries (predictive dialing)	Y
Schedule call back times to avoid missed calls. Schedule date/time as well as agent.	Y
Import user-defined fields to contacts, made available during a call	Y
Support up to 3 numbers per contact	Y
Agent can pause a campaign at any time / continue	Y
Wallboard of active campaigns with agent status and campaign statistics	Y
Comprehensive management reporting to show results	Y
Scalable (only limited by your PBX)	Y
Ability to export data to external reporting tools	Y
Import data from CSV or XLS files	Y
Merge data and manage duplicates	Y
Connect directly to a SQL database	Y*

* Requires professional services
Agent Server, Contact Centre Supervisor and Agent Desktop licenses
and Dialer Agent license upgrade are required.

Minimum system requirements:

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