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

**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.

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

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**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 vary per module.** Refer to each module spec for more details. You can add modules at any time to enhance functionality. Additional hardware may be required.

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**CMS Modules**

<table>
<thead>
<tr>
<th>WHY CHOOSE CMS REPORT?</th>
<th>WHY CHOOSE CMS RECORD?</th>
<th>WHY CHOOSE CMS CONTACT?</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Identify unanswered calls</td>
<td>• Analogue, Primary Rate or SIP call recording</td>
<td>FOR THE SUPERVISOR</td>
</tr>
<tr>
<td>• Verify call costs and identify billing anomalies</td>
<td>• Encryption</td>
<td>• Speed up connection</td>
</tr>
<tr>
<td>• Minimize telecommunications fraud</td>
<td>• Call tagging / notation</td>
<td>• In-depth analytics via dashboards, reports and group wallboards</td>
</tr>
<tr>
<td>• Control capacity and traffic flows</td>
<td>• Trim and extract</td>
<td>• Contact center staff modeling</td>
</tr>
<tr>
<td>• Design optimal staff shift patterns around call volume</td>
<td>• Audit trail of user access and playback</td>
<td>• Manage the team or individual agents and view availability</td>
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<tr>
<td>• Generate revenue through call cost mark-up and line rental charges</td>
<td>• Extension tagging</td>
<td>• Listen in (or intrude)</td>
</tr>
<tr>
<td>• Deliver organizational, extension and client billing</td>
<td>• Manual Stop/Start and Pause using DTMF</td>
<td>FOR THE AGENT</td>
</tr>
<tr>
<td></td>
<td>• Automatic Stop/Start with optional CTI</td>
<td>• Improve: customer service, retain customers and build loyalty</td>
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<tr>
<td></td>
<td></td>
<td>• Reduce call time, avoid gathering data twice, reduce data entry errors</td>
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</tbody>
</table>

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

For more information visit www.cmsforsamsung.com