

Samsung Voicemail

– advanced call processing solutions



TELECOMS

Powerful call processing and messaging

In today's competitive market place, it is imperative that you make a professional first impression. Every incoming call to your business should be answered quickly and efficiently, whether or not there is a member of staff available.

That's why Samsung Telecoms brings you a range of powerful call processing solutions to help make your organisation more efficient, improve customer service and save money.

Enhanced customer service

Each Samsung Voicemail solution can be customised to ensure that it accurately meets the needs of your business and internal structure. They can be intuitively programmed to provide your organisation with an efficient call handling system, which optimises the service levels to inbound callers whilst maximising the efficiency of your employees.

Samsung's integrated voicemail solutions employ modern technology to link directly to the intelligence of the DCS range of telephone systems, unlike many 'bolt-on' voicemail products available in the marketplace. This digital integration allows you to

benefit from fast, reliable, low-maintenance and value-for-money call processing with combined voice messaging, fax messaging, and auto attendant functionality.

As a result of this integration, Samsung voicemail systems allow you to manage and navigate through your mailbox with the visual aid of the LCD screen and context sensitive keys on a display keyphone. The options

available for each particular feature are clearly displayed on screen. At the touch of a button you can play, repeat, forward or record a message without the need to remember and enter complicated feature codes as with many alternative systems.

The Samsung voicemail range encompasses three distinct solutions, designed specifically to meet the needs of different organisations. They are:

- Cadence – a fully featured solution for DCS and Compact II users
- Cadence Lite (SVMi4) – a powerful efficient solution for Compact II
- SVM400 – a cost-effective voicemail product for 408, 816 and DCS ViP users.



Voice messaging

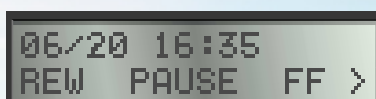
Samsung voice messaging is simple-to-use and puts the user in control. At the touch of a button each user can, for example: record their own personal greeting, screen calls before choosing to answer them, and record personal reminders or even telephone conversations. When equipped with Samsung digital display keyphones, users can easily navigate through the system's functions, guided by the interactive LCD display and context sensitive keys. Waiting messages are indicated either by an on-screen message or by a flashing LED on the keyphone.

In addition, greetings can be programmed to change automatically for daytime, night time, holidays etc. Messages can be 'stamped' with the date and time that they were left, and even with the number of the person who called, enabling you to return missed calls at the touch of a button. You can even set alarms – to remind you of a meeting or to make a call.



3 NEW MSG
WED 20 JUN 16:43

Message waiting indication



06/20 16:35
REW PAUSE FF >

Control and listen to messages using on-screen prompts

Voice messaging features

- Call/Memo Recordings – you may record telephone conversations for replay at a later date or record your own messages/memos
- Answer machine emulation – mailbox owners can hear messages as they are being left and decide whether to pick up the call
- Auto forward – mailboxes can be programmed to forward messages to another mailbox if you do not access them within a specific time
- Group mailboxes – a great time saving feature that allows the same message to be sent to multiple destinations – for example: a mobile sales team or a number of internal departments. In addition, callers to a ring group can leave a message which is distributed to all group members. This message is then automatically deleted from all other mailboxes once a member of the group has retrieved it
- Automatic greeting change – standard or personalised greetings can be set to change for daytime or out of hours
- Personalised messages – allowing you to re-record the voice message prompts for each individual or group of users
- Direct voicemail transfer – incoming callers to a call handler or receptionist can be forwarded directly, if required, to mailbox rather than the extension – a unique feature of Samsung voicemail systems.

Auto attendant – 24 hour receptionist

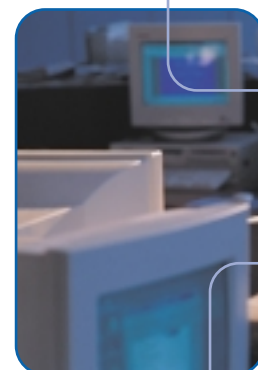
Auto attendant is an ideal solution for busy departments – such as reception areas and call/response centres – or out of hours periods, which allows you to redirect incoming callers to the department or extension they require without a member of staff handling the call.

By prompting and empowering the incoming caller they are less likely to hang up than if presented with an engaged or constant ringing tone. The perception of service is also increased as their call is processed professionally and efficiently without the need to wait for receptionists to hold or transfer them.

The Auto attendant can answer multiple calls simultaneously, providing different, customisable greetings for each extension or department. Incoming callers are prompted to enter their choice of destination for direct connection or alternatively your office receptionist. If no extension number is dialled within a specified time, the call can be automatically connected to a receptionist to handle the call. For example, an initial prompt may be set up as: 'For sales please press 1, for support press 2 or to speak to an advisor press 3.'

Auto attendant features

- Intelligent queuing – callers routed via the auto attendant to a busy extension can be queued with a pre-recorded message to inform them of their place in the queue and reassure them of prompt attention
- Customised messaging – calls to different incoming lines can be programmed to receive a different greeting, for example where a call centre handles calls for numerous 3rd parties or multiple offers
- Call transfer – each mailbox can be set up with unique attributes that determine how a call is transferred to each station. Options include:
 - call queuing – waiting callers can be informed of their place in the queue and choose to continue holding or leave a message
 - call screening – callers may be asked to speak their name which is played to the user before the call is released, giving them the choice of accepting or rejecting the call. Call screening can be programmed to announce either at an individual extension or over a tannoy system, ideal for larger offices or warehouses
 - follow me – incoming calls can be transferred to another number or held while the user is paged, and if there is no answer the call can then go back to the user's mailbox.



Fax messaging

Samsung voicemail solutions also provide sophisticated fax messaging features designed specifically to enhance the use of fax documents within your organisation.

Using Faxmail, incoming faxes can be stored in your own personalised mailbox, allowing you to access them whenever and wherever you require, or even to redirect them anywhere in the world.

In addition, the Automated Fax Retrieval capability can really save your business time and money. Frequently requested documents such as price lists, directions or order forms can be stored in your system's memory for callers to download to their own fax machine - freeing up your fax resources, while the incoming caller pays for the cost of the fax.



RECORDING 02:16
PAUSE

Record telephone conversations
or personal memos



IN VOICE MAIL
MONITORING MODE

Listen to caller leaving message
before choosing to pick up

Fax messaging features

- Broadcast fax – allows faxes to be broadcast to a group of fax mailboxes for easy distribution, or a list of external fax machines
- Faxmail – faxes can be sent directly to mailbox owners who can then be notified a fax is waiting for them, either on an internal or mobile phone. They may then choose to redirect the fax to another fax machine in the building, or anywhere in the world
- Fax on demand – popular documents can be stored in your system's memory for callers to download to their own fax machine
- Fax tone recognition – if the system detects a fax tone, it can automatically switch the call to a fax extension. If the fax machine is busy, it is stored in a fax mailbox for you to retrieve at a later time
- Time and date stamp – ensures you can keep an accurate account of the faxes you receive
- Voice comments – when leaving a fax in a mailbox the caller can add a voice message attachment where necessary.

Please note that not all features are fully supported by all Samsung voicemail solutions. Please refer to your chosen vendor to check functionality available for your system.

Samsung Telecoms – a global force

Samsung Telecoms is a division of Samsung Electronics – a global leader in the manufacture and supply of innovative electronics solutions – which in turn is part of the Samsung Group, one of the world's largest companies with global turnover approaching \$ 100 billion and over 230,000 employees.

With a proven pedigree in the development and manufacture of electronics for commercial and domestic applications, Samsung Electronics is a world leader in many fields including the computer memory market, where Samsung has pioneered ROM chip technology.

An annual R&D budget of £ 1 billion, and 13,000 staff committed to the development of cutting-edge technology, ensure that Samsung Electronics is at the forefront of research into data and voice communications.

With this backing, Samsung Telecoms is perfectly placed to exploit the convergence of telephony and IT services, to provide businesses with integrated and future-proof communications solutions.

Samsung's expertise in wireless communications and digital technology, combined with a strong commitment to international sport, has made the group a Worldwide Olympic Partner – providing state-of-the-art equipment and playing a vital role in the Olympic experience of billions of people across the globe.

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