

OfficeServ Voice Recording

OfficeServ Application

SAMSUNG

Give your customers a voice

A fully integrated plug-in module for the OfficeServ Call Reporting and Contact Centre range of products, which can record your ISDN30, ISDN2, SIP or Analogue trunks. By providing a complete management and call recording solution, which is contained and managed from a single work station or server, storing, finding, playback and archiving of calls is just a click away.

Is it right for you?

Many types of organisations can benefit from using OfficeServ Voice Recording. In particular, there are obvious advantages for legal firms, insurance companies, call centres, public agencies, health centres/doctors surgeries and any FSA regulated company that is legally bound to record calls. However, call recording is vital for any organisation that is serious about:

- Resolving “who said what” disputes
- Telesales and marketing training
- Confirming quantities and specifications of an order
- Staff protection from abuse
- Litigation purposes, can be used in a UK court
- Monitoring staff performance
- Monitoring customer care.

Why choose OfficeServ Voice Recording?

Easy

- Industry best stereo playback – to enable easy recognition of customer and employee
- In-built archiving functionality
- Recordings can easily be e-mailed direct from the playback screens
- Multiple and extensive search criteria to find a call
- Recordings can be exported as WAV files

Comprehensive

- A call is recorded from the time it arrives at the system including when the caller is put on hold, transferred or in a queue – to provide a complete record of verbal transactions and the whole callers experience
- The OfficeServ Voice Recording has the ability to “roll back the clock”, so newly licensed users can access historical recordings with a history key

Safe

- Storage and direct playback is protected using strong encryption; ensuring your information is secure
- The system can manually or automatically archive call recording depending on requirements

Flexible

- Any currently installed OfficeServ Reporting package can be easily upgraded to OfficeServ Call Recording
- Easily scalable and cost effective, from just a few users to many hundreds

Is it legal?

Organisations ARE permitted to record their customers' calls, provided that they comply with the Privacy of Messages condition of two major telecoms class licenses: Self-Provision (SPL) and Telecommunication Services (TSL) licenses. The most fundamental requirement is that every reasonable effort is made to inform all parties to a telephone conversation that it may or will be recorded, silently monitored or intruded into. Ofcom also suggests that staff are given access to a telephone from which their calls will not be recorded.

Fully integrated

- OfficeServ Voice Recording is fully integrated to the OfficeServ platform.
- Users can find a call using the following parameters: Time, Date, DDI, CLI, Channel number, Extension, Agent and Account Code.



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OfficeServ Application Specifications



KEY:

S – Standard, O - option

Encryption for legal compliance	S
PCI compliance (DTMF – start, stop & pause)	S
PCI compliance (manual or automatic via software integration)	O
Export to wav	S
VR starterpack search by (extension, agent, account code)	S
Multi level security for playback	S
USB devices	S
PCI devices + Server	O

System Requirement:

OfficeServ Voice Recording

- Dedicated Dual Core PC, 2.8GHz or faster
- 32 or 64 bit Windows XP Professional, 7 Professional, Server 2003 /2008
- Minimum 2GB RAM (3GB preferable)
- 250GB (minimum) Hard Disk Free Space (C: partition)
- CD-ROM drive, DVD-Ram or NAS for archive

* The size of site and number of calls per day does affect the minimum specification of the PC – please enquire if unsure.



Please contact Samsung Support for advice on how to specify the server/pc requirements for combinations of the products (OS Voice Recording, OS Contact Centre Agent and Reporting and OS Call Reporting).

* Features and specifications are subject to change without prior notification