Samsung Voicemail

– powerful call processing and messaging solutions

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 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

Samsung voicemail improves communications with your customers by allowing detailed messages to be left when staff are unavailable so they can respond appropriately and efficiently. Critical information is communicated more quickly to the right person even when they are out of the office. Samsung voicemail means you can stay in touch with your customers 24 hours a day.

Reliable, low maintenance

Samsung 's integrated voicemail solutions employ modern technology to link directly to the intelligence of the Samsung 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, and auto attendant functionality.

Easy to use

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 handset. 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.

SAMSUNG

Enterprise IP Solutions

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 handsets, 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 digital handset.

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.

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

- Automatic greeting change – standard or personalised greetings can be set to change for daytime or out of hours

- Direct voicemail transfer – incoming callers can be forwarded directly to a mailbox rather than the extension

```
   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

```
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

Samsung Digitally Integrated Voicemail Range

	SVM-400	SVMi-4	SVMi-8e	SVMi-16e
Number of Ports	2 or 4 ports	2 or 4 ports	4 or 8 ports	8, 12 or 16 ports
Message Storage Time	2 hours	5 hours	195 hours	195 hours
Number of user mailboxes	16 or 32	25 or 50	1000	10000*
For use with Samsung System	DX408/DX816 DCS12/DCS24	OfficeServ 100	OfficeServ 100 OfficeServ 500	OfficeServ 500
Connection	External unit	Integrated "in skin" card	Integrated "in skin" card	Integrated "in skin" card

* Depending on number & length of personal greeting

Auto attendant – 24 hour receptionist

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

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. If no selection 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 hold for the operator.'

Auto attendant features

- Directory Dialing – allows your callers to reach the desired party by dialing the first letters of their name

- Incoming Call Overflow – if you prefer your receptionist to answer most incoming calls, the Automated Attendant can act as a backup for those peak call times

- Operator Access – callers can dial out at anytime by dialing '0' to access the operator

- Automatic After Hours Answering – automatically provide separate day and night greetings and routing options, and individual greetings for public holidays or special events

- Audiotext - frequently requested information can be recorded and played for callers, for instance, "dial '7' to hear our monthly specials"

- Call screening* – callers can be asked to say their name which is played to the called party, giving them the choice of accepting or rejecting the call, before the call is released.

- Voiceform Questionnaire* – Information collection and distribution facility, a series of pre-programmed questions can be played for callers, and the responses automatically collected and distributed.

* only available on SVMi-8e/SVMi-16e

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.

Unified Messaging

Unified Messaging gives you the ultimate desktop tools to manage call traffic and customise your messaging environment. Whether you're on the road or in the office, you can easily receive, respond to, route, transfer and forward voice, emails and fax messages. Using the latest text-to-speech technology, you can even retrieve and respond to email messages over the telephone.

With Unified Messaging, your staff can simply access and manage voice, email and fax messages all from their PC inbox, using great features like:-

· Forwarding voice mail messages, with additional text, via e-mail (as .wav attachments)

· Viewing fax attachments on-screen.

· Use of standard Inbox features to manage and file voice mail and fax mail messages.

· Listen to emails via a telephone, reply to them with voice mails, and print faxes to a nearby fax machine.

With its robust feature set and reliable Windows based and scalable architecture, Unified Messaging accelerates the return on investment on your communications systems by increasing productivity and lowering your overall cost of ownership.

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.
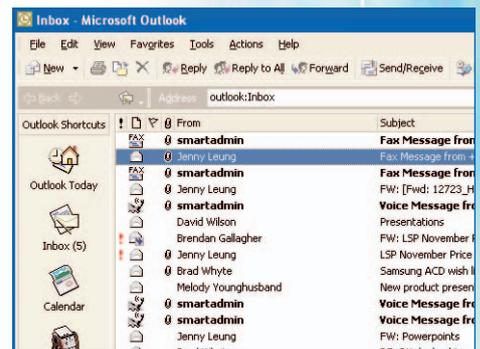
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