

Samsung Business Reporting

Manage, analyse and control communications.

The Samsung Business Reporting solution efficiently manages your business communications, empowering you to increase productivity and make informed decisions about your business.

Why Choose Samsung Business Reporting?

Samsung Business Reporting integrates fully with your Samsung OfficeServ system enabling you to extract and manipulate data to provide intelligence about your business.

Generate reports to:

- Identify unanswered calls.
- Verify call costs.
- Identify billing anomalies.
- Combat telecommunications fraud.
- Control communications capacity and traffic flows.
- Design staff shift patterns around call volume to achieve Service Level Agreements (SLAs).
- Generate revenue through call cost mark-up and line rental charges.

Functionality Overview

Dashboards and Widgets

Creating and running reports can be time-consuming, so the dashboard has been designed to deliver up to date information in a highly graphical way using widgets. Widgets are mini reports which are run and refreshed regularly and can be displayed in tabular or graphical formats.

Samsung Business Reporting comes with a catalogue of predefined widgets including: grade of service, caller tolerance, hourly call distribution, extension detailed information, web page, DDi call information.

You are also able to create your own widgets from your own specifically targeted reporting data. Any report, with any combination of filters can be turned into a widget and displayed as a graphical, wallboard, speedometer, thermometer or tabular data view.

External Data Widgets

Connect to Excel, Access, SQL and any other industry standard database using ODBC to display non-telephony based information.

Why analyse call activity?

- Maximise the return on your telecoms investment
- Improve customer service, helping you to retain customers
- Increase revenue by monitoring and improving your business performance
- Improve call handling techniques
- Detect telephone fraud early
- Reduce communications costs



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Wallboard Widget Alarms

Wallboard widgets allow alarm thresholds to be set for the data being displayed. Triggers can be set for dropping below or rising above threshold figures. An email can be sent when the alarm is triggered. Different thresholds can be set for weekends / weekdays.

DDI and Missed Call Reporting

Monitor inbound calls to your DDI numbers, providing performance figures for the Grade of Service and Percentage of Calls Answered (PCA). Caller tolerance helps you to understand how long customers are prepared to wait to be answered.

The missed calls report provides a list of missed calls by extension.

In order to view more detailed analysis to provide unreturned missed calls, the Contact Centre Reporting upgrade is required.

This will provide a concise list of callers who have not been called back within a certain period or between a selected range of dates.

Enhancing Service and Support

Business Reporting empowers you to manage service levels and make informed decisions about your business:

- Identify trends in performance in real-time
- Reduce manpower costs by minimising wastage
- Enhance manpower planning & forecasting
- Control resource capacity & redirect traffic flows
- Manage staff workflow; design shift patterns based on call volume
- Report on performance, for senior management
- Effective benchmarking and performance monitoring
- Create specific billing for campaigns & clients.

Executive Summary

High level reporting collates information from multiple reports, observations & recommended actions and can be emailed to key decision makers.

Unreturned missed calls

Missed calls are defined as unreturned when either the caller has not called back and been answered successfully, or when a member of staff has not yet returned the call.

Unreturned missed calls can be identified in real-time by intelligent CLI (Calling Line Identity), enabling a rapid recovery of abandoned or lost calls. This report can be displayed in real-time as a widget.

Multi-Site Management

Effectively monitor an unlimited number of sites centrally. Using the very latest in IP data collection techniques, remote site data can be made available in real-time over a LAN or WAN. The system checks for any potential drops in connection to ensure that analysis is correct and up to date. For additional resilience, data

Seamless integration

The Samsung Business Reporting, Contact Centre Reporting, Contact Centre Agent, Automated Dialling and Call Recording modules integrate fully to provide a comprehensive and easy to use suite of business tools to fully manage your business.

Extension Summary		Report Period: 14 Aug 2013																					
SUMMARY		Total Calls	Total In	Total Missed	Total Answered	Total Out																	
		1752	1136	127	784	616																	
DETAILS		Extension	Dir	Total Calls	In	Out	Missed	Answered	Retained	Local	Mobile	Other	Cost	In	Out	Missed	Answered	Retained	Local	Mobile	Other	Total	
2001	Genl	20	0000100	11	000102	0	0	0	0	0	0	0	0	144	0	0	0	0	0	0	0	0	144
2002	Attns	20	0000100	0	000000	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2006	Emp	139	0001113	31	000000	0	0	0	0	0	0	0	0	443	87	000000	0	16	12	0	0	0	57
2012	Manag	137	000124	100	000000	0	29	0	0	0	0	0	0	67	000000	0	29	0	0	0	0	0	60
2015	Acc	152	000146	77	000000	0	19	0	0	0	0	0	0	709	75	000000	1	13	8	0	0	0	804
2018	San	139	000131	95	000043	0	23	0	0	0	0	0	0	711	64	000000	0	24	0	0	0	0	800
2017	Emp	2	000000	0	000000	0	0	0	0	0	0	0	0	0	0	000000	0	0	0	0	0	0	0
2018	Acc	188	000109	125	000043	0	23	0	0	0	0	0	0	1510	63	000000	0	50	0	0	0	0	1570
2011	Acc	139	000107	34	000111	0	11	0	0	0	0	0	0	607	83	000000	0	50	0	0	0	0	680
2004	Vp	138	000114	79	000000	0	23	0	0	0	0	0	0	1537	52	000000	0	29	0	0	0	0	1616
2009	Fin	2	000042	2	000043	0	2	0	0	0	0	0	0	638	0	000000	0	0	0	0	0	0	638

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Features Matrix	Samsung Business Reporting
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 utilisation 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
Organisational, 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