Samsung Voice Messaging

Cost Effective Messaging Solutions.

Samsung Voice Messaging offers a powerful choice of messaging solutions that are not only cost effective but can also deliver the benefits of voicemail and call processing to any working environment.

Personalised Voice Messaging

Samsung Voice Messaging offers advanced call facilities to ensure calls and messages get through. Users can record their own personal greetings, forward messages to other colleagues and even record conversations, ideal for more sensitive discussions or personal reminders.

It is easy to use for all employees with the aid of navigation prompts from either voice instructions or screen prompts on a keyphone LCD screen, allowing all users to access the benefits of a streamlined office the first time they pick up the phone.

Users can be alerted to new messages via a message waiting lamp or the LCD screen of their system phone with the user able to see the date and time each message was left,

Be out of the office but not out of reach

For busy people who are regularly away from their desks Samsung Voice Messaging can keep then in contact wherever they are.

Calls can be programmed to transfer directly to an alternative destination such as a different extension in the system or to another office, home or mobile number. Individual mailboxes can be accessed from anywhere allowing users to listen to their messages at anytime.

Auto Attendant– your 24 Hour Receptionist

With Samsung Voice Messaging you can be sure that incoming calls are never kept waiting to be answered. The Auto Attendant can answer multiple calls simultaneously, even giving each call an individual greeting. Auto Attendant can create a simple contact centre structure within your organisation, allowing you to route calls to individual extensions or departments as the caller makes their selection.

External callers are prompted by the Auto Attendant to dial for direct connection to the correct person without the need for the receptionist to dial the call. However if no extension number is dialled within the specified time, the call will be automatically connected to the receptionist or another specified extension.

The Auto Attendant can also be customised for up to 99 time periods each day of the year to truly reflect the individual nature of your working patterns e.g. daytime, evening, weekends, holiday periods or emergency situations.

Benefits at a glance

- Reduce the number of missed or dropped calls, helping you retain/acquire customers

- Improve the customer's calling experience with personalised voice messaging

- No training required– the system is easy and intuitive to use

- Reporting feature allows you to analyse call activity to improve efficiency and cut costs

Samsung
Voice Messaging

Cost Effective Messaging Solutions.

Overview

Samsung Voicemail Messaging provides a cost effective call processing solution for busy working environments 24 hours a day, 7 days a week. Easy to manage, Samsung Voice Messaging can help your business reduce the number of missed or dropped calls, increase efficiency and improve the levels of customer service you provide.

Administrator reports also allow you to view how effectively your investment is being utilised, for example to show how many messages a user has taken, or how many times an individual Auto Attendant option is chosen.

Key Voicemail Features

- Answer Machine Emulation (Call Screening)
- Call Record
- Email Gateway for Voice and Fax
- Internal Reply and External Callback
- Group Mailboxes
- Voice Forms
- Message Redirection
- Date and Time Stamping
- Message Notification Methods
  - Message waiting lamp
  - Dial Tone Change
  - Keyphone LCD screen
  - Auto Dial

Key Auto Attendant Features

- Single digit dialing and destination access
- Customisable for different time periods
- Operator assistance always available
- Playback control (Pause, Rewind, Fast Forward , Save)
- East-to-programme menu

Key Feature	OS7030	OS7100	OS7200S	OS7200	OS7400	SCME
Max Port	4	4	6	20	20	64
Max Recording Time (hrs)	11	60	50	140	140	500
Fax Redirect	Yes	Yes	Yes	Yes	Yes	Yes
Fax Mailbox	No	No	No	Yes	Yes	No
VM to Email	Yes	Yes	Yes	Yes	Yes	Yes
Fax to Email	No	No	No	Yes	Yes	No
Max Number of Mailboxes	256	256	256	3,000	3,000	3,000