



When a call is received, the caller's telephone number (CLI) is displayed on your screen in a small, discreet notification window. Samsung Xchange also connects to your company's CRM database/application and will look up the caller details and display them. This will allow you to know who's calling even before answering the phone. You can also use the buttons on the notification window to answer the call, or to access the caller's record in the CRM application, saving you valuable time during the call – making you more productive and increasing customer satisfaction. As well as 'popping' inbound callers' details, Samsung Xchange allows you to quickly and easily dial from your CRM application and search contacts by name or location – often in an easier way than is provided by the actual CRM application itself.

Presence

The presence window in Samsung Xchange allows you to view a customisable, quick-search list of other extensions and colleagues, including their mobile, and see their status at a glance, allowing the most appropriate method of communication to be used to contact your colleagues at any given time.

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Samsung Xchange connects your telephone to your office computer, increasing efficiency and making staff more productive.

Call Control

Using Samsung Xchange, you can completely control your handset from your PC. Make calls and answer calls that are ringing (even ones that are not ringing on your handset), hang-up, deflect/forward calls, put calls on hold and perform transfers and consultations. Using Samsung Xchange makes call control easy, missing calls becomes a thing of the past.

Address Book

The address book feature on Samsung Xchange allows you to search all your CRM databases simultaneously, as well as storing an internal list of contacts that are not in any of your CRM databases. From the search results you can quickly dial, email or show the contact in your CRM application to see more information.

Licence Guide

Samsung Xchange is available in three options, so there is a solution to suit all business types and requirements:

Samsung Xchange Dial

Provides call control functionality including the ability to dial from any application/ database and to see WHO is calling and WHY based on the number they are calling from and the number they have dialled.

Samsung Xchange Presence

Adds additional features to Samsung Xchange Dial providing integration into other databases for caller ID look-up, presence information and messaging capabilities.

Samsung Xchange Integrator

Includes all of the functions of Dial and Presence and adds integration with more specialist industry specific databases. For a full list of possible integrations, please visit: www.samsungxchange.com/Samsung

Xchange Mobile

Messaging and presence information extends to smartphones for employees on the move with the Samsung Xchange Mobile application. More details can be found on: www.samsungbusiness.com

Key Features

- Call control from your PC
- Internal contact manager for private contacts that are not in the company's main CRM database
- A detailed call history to see at a glance who you have been calling and called by, no more lost calls.
- Dial from anywhere– web pages, Microsoft applications, most databases applications and many other places. Saving approximately 25 seconds per call
- Presence– see the presence status of colleagues, including whether they are DND, out of the office, in a meeting etc, and directly place a call to them

FEATURE GUIDE

FEATURE	Dial+	Presence
Call Control (Hold, Transfer, Consult, Deflect, Answer, DND, Forward, Hang Up, Send Digits)	Yes	Yes
Extension presence view	No	
User presence view		
Custom presence view		
Own caller/Called party details	Yes	
Set availability status		
Set out of office message		
Progressive search of users in presence window		
Shared address book		
Individual search of connected address books		
Simultaneous search of multiple address books		
Multi-contact media from address book		
MS Outlook incoming call contact searching		
Call History (50 calls per page)		
Call Preview window with call control	Yes	Yes
MS Outlook dialling		
Dialling from browser page		
Dialling from call history		
Dialling from clipboard		

FEATURE	Dial	Presence
Dialling from application	Yes	Yes
Dialling from TAPI enabled applications		
Chat Messaging (including multiple recipients)		
Call preview window with call control		
Multi-language		
Selectable skins		
PC selectable ring tone		
PC sound mute on call activity		
Import and Export of dial configuration settings		
Hot Desking		
Direct Dialling Inward	Yes	Yes
Security Policies		
Events driven application launch		
IP Cameras Integration		
Waiting Message indication (PBX dependant)		
MS Outlook calendar integration	No	Yes
Terminal and Citrix Servers		
Google Places		
Social Networking		

*Compatibility with Citrix requires Presence or Integrator upgrade

DATABASE INTEGRATION GUIDE

Please visit www.samsungxchange.com for a full list of supported databases including industry specific databases

DATABASE INTEGRATION	Dial	Presence	Integrator	Operator	Version Supported
Act!	No	Yes	Yes	Yes	2008-2011
Groupware		No			1.0-1.8
GoldMine		Yes			5.5-8.5
LDAP		No			N/A
Lotus Notes	Yes	Yes			7-8.5
Maximiser	No				9-11
Microsoft Access		2000-2010 (not 64 bit)			
Microsoft CRM		No			3-4
Microsoft Outlook	Yes	Yes			2000-2010 (not 64 bit)
Microsoft NAV	No	No			4-5
Enrio, Infabel, Search		Yes			Enrio, Tel, Search, Infobel
Net Suite		11			
Sage Peachtree		2012			
Sage CRM		7			
Sage 50		2008-2012			
Sage Sales Logix		7.2-7.5			
Sales Force		Enterprise			
Sugar CRM		5.0-6.0			
Super Office		6.1-7			
vTiger		5, on demand			
Zoho		4			

For more information, please visit: www.samsungbusiness.com