OfficeServ ACD — Server User's Guide

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CHAPTER 1. Introduction

Purpose

This document introduces the OfficeServ ACD — Server application and describes how to operate the Server application

Document Content and Organization

This document contains five chapters and an abbreviation.

Chapter 1. Introduction

This chapter introduces the ACD Server.

Chapter 2. Overview

This chapter provides overview about the ACD Server.

Chapter 3. Installation

This chapter describes about basic requirement for ACD Server.

Chapter 4. Configuration

This chapter describes how to setup the ACD System.

Chapter 5. ACD System Configuration

This chapter describes how to configure the ACD System.

ABBREVIATION

This chapter describes the frequently used acronyms.

Conventions

The following special paragraphs are used to point out information that should be read. This information may be set-off from the surrounding text, but is always preceded by a bold title in capital letters.



Console Screen Output

The lined box with 'Courier New' font will be used to distinguish between the main content and console output screen text.

Bold Courier New' font will indicate the value entered by the operator on the console screen.

References

Revision History

Editio n No.	Date of Issue	Remarks
00	Jun 2008	Base document version 1.0



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ABBREVIATION

54

Α	54
C	54
D	54
1	
Н	
M	54
0	54
P	
R	
S	54
Т	54
U	
V	

CHAPTER 2. Overview

This chapter provides an overview of OfficeServ ACD Server.

The OfficeServ ACD Server facilitates the call center¹ to efficiently service the needs of the callers, minimize response time for caller service, minimize call center resource requirements, manage and control call handling priorities and maximize productivity, value and stability of the call center staff

The ACD Server distributes incoming calls to a specific group of agent² terminal based on the routing method selected for the trunk on which the call is received.

The following figure illustrates the of the ACD system overview.



² Call Center Staff member/ Operator

¹ А centralized office used for the purpose of receiving and transmitting large а volume of requests by telephone, operated by a company to administer incoming product support or information inquiries from consumers

Category	Module	Main Purpose	
Configuration	ACD Supervisor	Web based management and configuration application. Refer to ACD-Supervisor user guide for more details	
Agent	ACD Agent	Client program for call center Agent Refer to ACD-Agent user guide for more details	
Wallboard	ACD Wallboard	Real-time call center monitoring application Refer to ACD-Wallboard user guide for more details	
Reporting	ACD Reporting	Web based call center statistics application. Refer to ACD-Agent user guide for more details	
RAD	ACD RAD	RAD (Recorded Announcement Device) application used for playing greeting messages per CLI/DID and wait comfort message to waiting callers Refer to ACD-Agent user guide for more details	
IVR	IVR	IVR (Interactive Voice Response) Refer to IVR user guide for more details	

The following table illustrates the structure of the ACD system.

OfficeServ ACD Server

Efficiency and quality of servicing the calls are the primary objectives of the ACD system. OfficeServ ACD server provides highly configurable, sophisticated, intelligent call routing schemes.

Routing methods	Description
CLI	Caller Line Identification: Caller's number (Caller ID) is configured and mapped to the Split. Based on caller ID, incoming calls are routed to the corresponding target split other wise calls are routed to the default split.
DID	Direct Inward Dialing: Caller dialed number is configured and mapped to the Split. Based on the dialed number, incoming calls are routed the corresponding target split other wise calls are routed to the default split.
IVR.	Incoming calls are redirected to the IVR, which plays a voice menu to get the desired service from the caller and then hands over the calls back to the ACD server with service input by the caller, OR hands over the calls to specific agent device. The calls are then routed to the appropriate spilt supporting the service received from IVR. The call is routed to the default split in case caller does not input anything.

The following table illustrates the 3 basic call routing methods in the ACD Server.

NOTE

Playing Greeting Messages

For CLI/DID based routing, the caller can listen to the greeting messages played by the IVR/RAD before routing to the target split

Refer to IVR and ACD- Supervisor user user guides for more description

The following table illustrates the ports configuration in the ACD Server.

Ports	Description
configuration	
Trunk port	The ports, which are interface between OfficeServ System to the telephone service provider. OR The ports, which are the contact points to the call center.
ACD Gateway port	The ports, which are designated for entry points. The customer calls arrives to ACD server on these ports.
ACD Queue port.	The ports, which are designated for waiting. The customer call waits for the agents on these ports.
IVR Port	The ports which are designated for IVR/RAD usage. OR The ports, where the customer calls attended by the RAD/IVR
Agent port	The port where the customer calls attended by the Agents. OR The ports, where Agent phones are configured.



Ports configuration

Refer to ACD- Supervisor user guide for more details.

The following tab	le illustrates th	ne definition of	terminologies	used in ACD and IVR
Int romo mig two	10 1110/00/00/00/00/01			

Terminology	Definition/Description
Split	Unit of call routing, group of agents with skills/levels are configured for call serving
Group	Pool of splits
Division	Pool of groups
Queue	The calls are waited for the next available agents. Split and queue are 1-to-1 mapped
Queue ID (or Split ID)	Queue (Split) Identifier. For queued call, different wait comfort messages are configured per queue ID in the RAD or IVR
Message ID	Identifier of the greeting message to be played for CLI/DID based routing scheme. ACD routes the call to RAD or IVR for playing the greeting message. Refer to IVR and ACD-Supervisor user guides for more information.
Default Split	System default split where the call without destination split is routed.
RAD/IVR call	Call routed to the RAD/IVR to listen to the greeting message or wait comfort (queue) message. OR Calls handled in the RAD/IVR ports are referred as RAD/IVR Calls
ACD Call	Call landed on gateway device through trunk ports and handled before routing to the IVR

IVR queue	A pool where the calls routed to the RAD/IVR wait for the available RAD/IVR ports.
Service Code	Code to identify the target split for the call by the IVR. Service code is assigned to the split in the ACD Supervisor. For each service code, a
	digit is mapped in the IVR.
	Refer to IVR and ACD-Supervisor user guides for more information.

A customer call to ACD passes through the trunk port and is transferred to the ACD Gate way. If the routing rule configured per trunk port needs the IVR/RAD service, the call is transferred to the IVR port to listen to the message. If no message service is needed, the call is transferred to the ACD queue port to wait for the available agent of the target split. The call waiting in the ACD queue port goes to IVR port to listen to wait comfort message at every queue message interval configured per split (queue). After finishing the wait comfort service, the call returns to the ACD queue port. When an agent becomes available in the target split, the call is transferred to the agent port (idle extension port).

The following table describes all routing sequence for the configured trunk ports. If the IVR is not used with ACD, then only the CLI and DID routing are applicable.

Routing	Definition/Description
$CLI\toDID$	If caller's number is found in the CLI routing list, route the call to the target split. Otherwise, check the DID routing list. If DID number is found in the DID routing list, route the call to the target split. If neither CLI routing nor DID routing is available, route the call to the default split
$DID\toCLI$	If DID number is found in the DID routing list, route the call to the target split. Otherwise, check the CLI routing list. If CLI number is found in the CLI routing list, route the call to the target split. If neither DID routing nor CLI routing is available, route the call to the default split
$CLI \rightarrow IVR$	Apply the CLI routing. If CLI routing is not available, apply IVR routing.
$DID\toIVR$	Apply the DID routing. If DID routing is not available, apply IVR routing.
$CLI\toDID\toIVR$	Apply the CLI routing. If CLI is not available, apply DID routing. If DID routing is not available also, apply IVR routing.
$DID\toCLI\toIVR$	Apply the DID routing. If DID is not available, apply CLI routing. If CLI routing is not available also, apply IVR routing.

The following figure illustrates the call flow between ACD Server, RAD and Agent. When a new call arrives, Server searches for the CLI/DID routing. If matching CLI/DID routing with day/date/time is found, the call is routed to the specified split. If no CLI/DID routing is found, the call is routed to the system default split. In case of CLI/DID routing, if message ID is configured, the call is sent to RAD to play the corresponding greet message before being sent to target split (ACD queue port). The call waits in the target split queue until being routed to most appropriate agent. If no available agent is found during overflow threshold time, the call is overflowed to other split or phone number. While the call is waiting in the split queue, RAD plays wait comfort message at every queue message interval.



The following figure illustrates the call flow between ACD Server, IVR and Agent. When a new call arrives at ACD gateway port, if IVR routing is configured, the call is routed the IVR. In the IVR, the target split is determined based on the caller's input via DTMF digits. Integrated with customer DB, the caller's personal information such as customer ID, customer level, and customer type is searched, authorized and transferred to the Agent program.



CHAPTER 3. Installation

This chapter provides an overview of ACD Server installation.

Prerequisites

Before installing the ACD, check the following requirements.

Hardware Requirements

- **1.** CPU Intel 2.4 CPU or above.
- *2.* Memory 1GB memory or above.
- *3.* Hard disk drive 24 GB free disk space.

Software Requirements

- **1.** Operating System
 - Microsoft Windows 2003 Server/ Professional.
 - Microsoft Windows 2000 Server/ Professional.
 - The system should have the following installed configurations:
 - o Service pack 4 or above.
 - Microsoft Windows XP Professional.
 - The system should have the following installed configurations:
 - Service pack 2 or above.
 - Microsoft Media Player 9.0 or higher
 - MS .NET framework 1.1

ACD Server Installation

To install ACD Server

- *1.* Insert the CD provided into the CD-ROM drive.
- 2. Run the self-extracting setup file SETUP.EXE from the CD-ROM.



3. The ACD Setup screen is displayed.

InstallShield Wizard	
	Preparing to Install
	OfficeServ ACD Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
	Preparing to Install
	Cancel

NOTE

E .NET

If the Microsoft .NET framework is not installed then the below message is displayed and the installation is aborted. Restart the ACD installation after installing the .NET.

4. After going through the Welcome screen, click Next to continue.

5. The End User License screen is displayed. Read the license and click I accept... radio button and Next, and the installation continues.

OfficeServ ACD - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	
Software License Agreement & Limited Warranty For OfficeServ ACD for OfficeServ Keyphone Series. Samsung Electronics Co., LTD. IMPORTANT, READ CAREFULLY: 	
InstallShield	

6. The Server Information screen is displayed.

• Enter the License Key.

OfficeServ A	CD - InstallShield Wizard	×
Server Info	rmation	
ACD Setup	requires the following information to proceed the installation.	
	License Key:	
	DJIREWEN-VJHJLHVH-THZBHEIE-GHYFCIEH-XMUQPYZT-FJHNLUYU	
	ACD Server IP:	
	Link Server IP:	
	127.0.0.1	
InstallShield —		
	< <u>B</u> ack <u>N</u> ext > Cancel	

Licence Key If the Licence key is invalid, the message "Invalid Licence Key" is displayed.

• Enter the ACD Server IP address.

ACD IP ADDRESS
If the IP address of ACD is invalid, the message "Invalid ACD IP Address" is displayed.

• Enter the Link Server IP address. Click Next.

Link Server IP ADDRESS
If the IP address of Link server is invalid, the message "Invalid LinkServer IP Address" is displayed.

7. The License Information screen is displayed. Read the license details and click Next.

OfficeServ ACD - InstallShi	ield Wizard			
License Information				
Following is license information	n related to your	system		
Simultaneous Systems : Total Supervisors : Total Reportings : Active Wallboards : ACD Agents : RAD or IVR : RAD or IVR : RAD/IVR Ports :	1 2 1 10 RAD 16			
InstallShield				
		< <u>B</u> ack	<u>N</u> ext >	Cancel



8. The **Database Information** screen is displayed.

• Enter DB instance, login ID (sa or sa privilege account), and password. Click Next.

Database Information
For SQL Express, the instance name should be SQLEXPRESS.

fficeServ ACD - InstallShield Wizard	$\mathbf{\times}$
Customer Information Please enter your information.	
Please enter your name, the name of the company for which you work and the product serial number.	
Server Name:	
127.0.0.1\SQLEXPRESS	
Login:	
sa	
Password:	
XXXXXX	
	_
< <u>B</u> ack <u>N</u> ext>	

- **9.** The Choose Destination Location screen allows the user to choose the directory for the software.
 - To install in the default folder, click **Next**.

OR

• To install in a different folder, select the folder by clicking on **Browse...** . Click **OK** in the **Choose Folder** window

OfficeServ ACD - InstallShield Wizard		
Choose Destination Location Select folder where setup will install files.		
Creating to ACD Database		
Destination Folder C:\\Samsung Electronics\OfficeServ ACD\ InstallShield		Browse
Ĺ	< <u>B</u> ack	Cancel

10. The **Progress Bar** of the **ACD Setup** is displayed.

OfficeServ ACD - InstallShield Wizard	×
Setup Status	
OfficeServ ACD is configuring your new software installation.	
Removing applications	
InstallShield	Cancel

11. A message is displayed to create ACD database.

- Click **Yes** to create the ACD database.
- OR



• Click No to keep the existing or not to recreate the ACD database.

12. Click **Finish**, to complete the installation of ACD in the **Setup Complete** screen.

OfficeServ ACD - InstallShi	eld Wizard
	InstallShield Wizard Complete The InstallShield Wizard has successfully installed OfficeServ ACD. Click Finish to exit the wizard.
	< Back Finish Cancel

CHAPTER 4. Configuration

This chapter describes the configuration of OfficeServ system.

Single-Switch Configuration

The following section describes how to configure the switch via MMC to run the ACD.



MMC (MAN MACHINE CODE) MMC Codes differ a bit by the country code and OS model number.

General Configuration

- **1.** 841 : System IP Options
 - Set Feature License key
 - Set Number of SIP trunk and IVR/UMS ports in the SIP STACK ALLOW.
- *2.* 857 : Virtual Cabinet
 - Assign Virtual slots to IVR/UMS for either C4:S9 or C5:S1
- *3.* 225 : IP-UMS/IVR Settings
 - For each IVR/UMS ports, set the type (IVR or UMS)



IP-UMS/IVR Settings.

Currently, IVR and IP-UMS shares the same ports of the system.

4. 820 : ASSIGN SYSTEM LINK ID

- The Link ID is a unique 1-12 digit string which is used for uniquely identifying the switch.
- 5. 206: BARGE-IN TYPE (For Call Recorder)
 - Set to WITH (or WITHOUT) TONE.
- *6.* 501: Set Recall time
 - #71 Recall Wait Time: Ringing time at source after recall before transferred to default operator group.

• #77 Transfer recall time: Ringing time at destination before recall

7. 724: SET THE STATION NUMBERS

- STN DIAL NO. For example, 2001 2016.
- TRK DIAL NO. For example, 7001 7060
- STN DIAL NO. For example, 5000 5039. The members of each station group number are assigned with MMC 601.
- TRK DIAL NO. For example, 9, 800
- VIRT EXT DIAL NO. For example, 3501 3522
- MGI DIAL NO. For example, 3801 3816
- UMS DIAL NO. For example, 8651 8666. UMS dial number is one-to-one mapped with MGI dial number.



IP-UMS DIAL NO.

Currently, IVR and IP-UMS shares the same ports of the system.

$\boldsymbol{\mathcal{S}}_{\bullet}$ 601 : SET STATION GROUP

- Choose station group number to use as IP-UMS port group. For example, 5039
 - o Set TYPE to BI-VMS GRP
 - Set RING to DISTRIBUTE (Recommended)
 - \circ Set the members of station group number. For example, 8651 8666
- For ACD, choose station group number to use as gateway port group of ACD. For example, 5001
 - Set TYPE to NORMAL
 - o Set RING to DISTRIBUTE
 - o Set the members of station group number. For example, 3501 3516.
- For ACD, choose station group number to use as queuing port group of ACD. For example, 5002
 - o Set TYPE to NORMAL
 - Set RING to DISTRIBUTE
 - o Set the members of station group number. For example, 3517 3522.



RING

In assigning a call to a port among free ports belonging to the station group, SEQUENTIAL searches a free port with minimum port number. DISTRIBUTE searches the first free port after last port assigned (round robin manner).

VIRTUAL EXTENSION NUMBER

The members of Gateway and ACD queuing group should be registered as Virtual Extention Numbers (VIRT EXT DIAL NO) in MMC 724.

9. 701: ASSIGN COS CONTENT

- Set 19 EXT FWD to YES
- Set 23 FORWARD to YES (For ACD)
- Set 37 OUT TRSF to YES
- Set 38 OVERRIDE to YES (For Call Recorder)
- Set 55 SECURE to NO (For Call Recorder)
- Set 66 VM REC to YES (For Call Recorder)
- Set 68 VMS REC to YES (For Call Recorder)

10. 830 : ETHERNET PARAMETERS

- Set MCP IP address.
- Set MCP Gateway IP address.
- Set CTI server IP address as the IP address where OfficeServ Link is installed/running, if needed.
- Set IP-UMS server IP address as the IP address where IVR is installed/running.
- Set IP-IVR Server IP address as the IP address where IVR is installed/running.

11. 831 : MGI Parameters

- Set MGI IP address.
- Set MGI Gateway IP address.

12. 835 : MGI DSP OPTIONS

- Set the following parameters for MGI Card.
- Set CODEC-FRAME. For example, G.729 20 ms.

MGI CODEC

G.723 CODEC is not supported.

• DTMF Type : OUTBAND

OR

DTMF Type : INBAND RFC 2833

- *13.* 207 : VMAA Port assignment
 - Set ACD G/W, Queue Ports to 'Normal Port' (NO 'VMAA Port')

14. 722 : Station Key Programming

• For agent station, set one call button (no incoming call while the agent is busy).

15. 102 : CALL FORWARD assignment

• No FWD Settings for Agent Station (No Follow ME)

Multiple MGI Cards

In case the multiple MGI cards are in use, the switch system should be configured with the following MMCs.

NÔTE

MGI IP ADDRESS

Even with multiple MGI cards in the switch, only one MGI IP address is entered during IVR installation

- **1.** 601: Register all *n* members (e.g. 8651 8666) to a station group with BI-VMS type.
- 2. 615: Add all *n* members (e.g. 3801 3816) to every item in MMC 615 sub menu USER.
- **3.** 724: Register MGI Dial number(e.g. 3801-3816) and UMS Dial No. (e.g. 8651-8666)
- *4.* 806: Check the recognition of multiple MGI slots.
- *5.* 831: Check the multiple IP addresses for MGI cards.
- **6.** 835: Check the MGI DSP option CODEC = G.729 -20ms

OfficeServ Link

Starting up the OfficeServ Link V3 Configuration

To start the OfficeServ Link Configuration:

 From the Windows desktop, click Start and choose Programs » Samsung Electronics » OfficeServ Link » Configuration.

OR

2. Click **OfficeServ Link** shortcut icon on the desktop.

	Port No	User Type	Connect State	Connect Time	Corrigarau	
					Option	
					Configure U	
					Disconnec	
					End	
				▶		
tification Message Vi	3W				Monitor Op	
ime	Information			<u>▲</u>		
Sep 17, 2008 17:3.	Switch Connection Succ	Switch Connection Success. [Switch No - 1, IP Address - 10.4.1.37, Port No - 5002]				
<u>, , ,</u>	Downloading the switch	configuration information	i. please wait		🛛 🔽 SAU MSG	
Sep 17, 2008 17:3.		essIII			Send SA	
Sep 17, 2008 17:3.	Switch Connection Succ					
Sep 17, 2008 17:3. Sep 17, 2008 17:3. Sep 17, 2008 17:3.	. Switch Connection Succ . The client connection ma	nager is running succes	sfully.			
Sep 17, 2008 17:3. Sep 17, 2008 17:3. Sep 17, 2008 17:3. Sep 17, 2008 17:3.	Switch Connection Succ The client connection ma All services are running	nager is running succes successfully.	sfully.			

3. The **OfficeServ Link** screen is displayed.

Config Switch Information

- 1. Follow the steps in <u>Starting up the OfficeServ Link V3 Configuration</u>.
- **2.** Click **Configuration** button. The **Config Switch Information** is displayed.

Switc	Name	IP Address	Port No	Туре	Status
•					Þ
otal Count :	0	Available Count :	0	Add Delet	ie Modify
efault Swite	ch No		Li	sten Port No for Client Connec	tions
Switch	No :	-		Listen Port No :	6000

Add

The [Add] option allows the user to add the switch.

	SWITCH SETTINGS
	A maximum of 8 switches can be added.

- **1.** Follow the steps in <u>Config Switch Information</u>.
- **2.** Click Add on Config Switch Information.
- *3.* The Add Switch Configuration dialog box is displayed.

Add Switch Information	2
Switch Information ———	
* Switch No :	1
* Switch IP Address :	10.4.1.36
* Switch Port No :	5002
Switch Name :	OS 7400
* Switch Type :	OfficeServ Series
EasySet Password :	****
	Use Switch Information
Add	Cancel

4. Switch No — Select the switch number from the dropdown list.



- 5. Switch IP Address— Enter the switch IP address.
- **6.** Switch Port No Enter the switch port number.
- **7.** Switch Name Enter the switch name.
- δ . Switch Type Select the switch type from the dropdown list.
- 9. Use Switch Information Select this checkbox to use the information every time.
- **10.** Click Add to add the switch information.

Modify

The [Edit] option allows the user to modify the selected switch information.

- *1.* Follow the steps in <u>Config Switch Information</u>.
- *2.* Select a switch by clicking on the switch name.
- **3.** Click **Modify** on **Config Switch Information**.
- **4.** The **Modify Switch Configuration** dialog box is displayed.

Modify Switch Information		×			
Switch Information		1			
* Switch No :	1				
* Switch IP Address :	10.4.1.36				
* Switch Port No :	5002				
Switch Name :	OS 7400				
* Switch Type :	OfficeServ Series				
EasySet Password :	****				
	Use Swich Information				
Apply Cancel					

- **5.** Enter the required changes.
- 6. Click Apply to save the modified switch information.

Delete

The [Delete] option allows the user to delete the selected switch information.

- **1.** Follow the steps in <u>Config Switch Information</u>.
- *2.* Select a switch by clicking on the switch name.
- *3.* Click **Delete** on **Config Switch Information**. A message, "**Are you sure to delete the selected switch information**?" is displayed.



4. Click **OK** to delete the switch.

Config User Information

- 1. Follow the steps in <u>Starting up the OfficeServ Link V3 Configuration</u>.
- 2. Click Configure User button. The Manage User List is displayed

IP Address	User Name	User Inform	Status	Filtering	Def SW	SW1	SW2
• [
<u> </u>							

Add

The [Add] option allows the user to add the ACD Server information.

NOTE	INFROMATION
	A maximum of 8 Users can be registered.
	ACD Server application needs to be registered since it uses OS Link.

- *1.* Follow the steps in <u>Config User Information</u>.
- **2.** Click Add on Manage User List.
- *3.* The Add User dialog box is displayed.

Add User	X
* IP Address : *User Name : User Infomation : Switch Information	
Switch No	Usage 🔺
2 1	Х
2	X
3	X
4	X
6 5	X
6	X
	× –
Count: 0	Use Not use
*De	fault SW: 1
Use Filtering-Mode	for OfficeServ Call
Add	Cancel

4. **IP Address**— Enter the ACD Server IP address.

NOTE	IP Address
	Use the same IP address where ACD Server is installed.

- **5.** User Name Enter the name.
- 6. User Information Select this checkbox to use the information every time.
- 7. Switch Information Select the Switch Number and double click on Usage to select the Switch.

^{∿OTE │} Usage

Use the same 'Switch No' as configured in the Config Switch Information and use the same number while configuring the ports in ACD-Supervisor also.

'O' Indicates Switch is in use.

'X' Indicates Switch is not in use.

- 8. Default S/W Select the Switch Number from the comobox.
- **9.** Use Filtering Mode for OfficeServ Call Select this checkbox to use filtering every time.
- *10.* Click **Add** to add the switch information.

Modify

The [Edit] option allows the user to modify the selected user information.

- *1.* Follow the steps in <u>Config User Information</u>.
- 2. Select a User Information by clicking on the user name.
- *3.* Click **Modify** on **Mange User Information**.
- 4. The Modify User Information dialog box is displayed.

Modify User Information	
* IP Address :	10.4.1.31
*User Name :	OS ACD Link
User Information :	OS ACD Link
Switch Information	
Switch No	Usage 🔺
· 🥝 1	0
2	X
3	X
4	X
2 5	X
6	X
	× –
Count : 1	Use Not Use
* De	fault SVV: 1
Use Filtering-Mode	for OfficeServ Call
Apply	Cancel

- **5.** Enter the **required** changes.
- **6.** Click Apply to save the modified switch information.

Delete

The [Delete] option allows the user to delete the selected User information.

- **1.** Follow the steps in <u>Config User Information</u>.
- 2. Select a user by clicking on the user name.
- **3.** Click **Delete** on **Maneg User Information**. A message, "**Are you sure you want to delte the selected user information**?" is displayed.



Delete

Connected User Information cannot be deleted.

4. Click **OK** to delete the switch.

Option

- 1. Follow the steps in <u>Starting up the OfficeServ Link V3 Configuration</u>.
- *2.* Click **Option** button. The **Option** dialog box is displayed.
- *3.* Check the following checkbox
 - Use Automatic Switch Connection Option
 - Run as System Service.

Option						
-Normal Option						
🔽 Use User Connection Limit Opt.	23	connection	ns enabled			
This value will be assigned a	utomatically	according to the	e License Key.			
🔽 Use Message Auto Clear Opt.	500	lines enabl	ed			
(Valid I	Range : 100	~ 9999)				
VISE Automatic Switch Connection	Option	🔽 Run as Sy	/stem Service			
Message Monitor / Save Option						
Use SVV Msg Monitor	Port No	6001	Password			
🔽 Use SMDR / UCD Msg Monitor	Port No	6002	****			
SMDR / UCD Msg External Send Option	n					
Send Msg to the TCP/IP Port	Port No	6003				
Send SMDR / UCD M	essage to th	, ne external appli	cation.			
Vise Password Protection(using M	Ionitor Pass	word)				
Contraction						
Use OfficeServ Call+						
Use this option accord	ling to your	Keyphone Syste	m Type.			
∟ ⊢OfficeServ Link V3 Status Message P	rint Option -					
Use Status Message Print Option ((Debug Mes	sage Print)				
OfficeServ Link V3 Language Option						
English		•				
Switch Link Recovery Try Count		ecovery Try Tim	e Period (Min)			
30			1			
,		1				
ОК		Cancel				
L						

NOTE OfficeServ Link

OfficeServ Link should be running before starting OfficeServ ACD Server

CHAPTER 5. ACD System Configuration

This chapter describes the configuration of ACD system.

License Information

The [Licence Information] option allows the user to browse or update the license information.

- **1.** Right click on the **ACD System Configuration** (**D**) icon in the **Notification Area** of task bar and select **License Information**.
- *2.* The current **License Settings** tab is displayed.
- *3.* Enter the New License Key.

icense Settings Server Configuration	Data Archiving Monitors	
License Information		
New License Key		🗎 Update
Current License KJCRJOMW-F	PCFRCR-LRGWMOQE-GN2	ZFWHOV-DEPPPLI
Connected System MAC Address:	001AA0AB8746	MAC Type:
Licensed MAC Address:		License Type:
Simultaneous Systems:	Total Supervisors:	Total Reportings:
Active Wallboards:	RAD or IVR:	RAD/IVR Ports:
ACD Agents:	Phonebook:	Outbound Campaigns:
ACD Version: INVALID		
	Concluse	

4. Click Update. The Input Administrator Password dialog box is displayed.

Input Administrator Password				
Verify Administrator				
Password				
(<u>o</u> k	_			

5. Enter the Administrator password. Click **OK**

Administration Password The default password is 'acdadmin'.

6. A message, "Are you sure to overwrite old license key?" is displayed.

7. Click **OK** to update with the new license key information.

NOTE	License Information
	The user can view the user information in License Information in Supervisor application.

Server Configuration

The [Server Configuration] option allows the user to modify server settings.

Right click on the ACD System Configuration (¹) icon in the Notification Area of task bar and select Server Configuration.
 OR

2. If Office Serv ACD System Configuration application is opened, Click on Server Configuration tab.

😑 OfficeServ ACD System Co	nfiguration				X
License Settings Server Conf	iguration Data Archiv	ving Monit	ors		
Network Settings					1
Link Server IP Address	or DNS Name		107.10	08.5.46	
ACD Server IP Address	ACD Server IP Address or DNS Name			08.5.46	
SQL Server IP Address	or DNS Name		107.10	08.5.46	
SQL Login Settings			SQL Login Settings-		
User Name	acdUser0		Language	English 📃	
Password	********	L			
ACD Alias (DSN)	ACD_Server				
SQL Instance	SQLEXPRESS			🖹 <u>S</u> ave	
	Ģ	<u>C</u> lose			

- **3.** The Server Configuration is displayed.
- **4.** Enter the required changes for ACD Server Settings:
 - Network Settings



• SQL login information: SQL instance, login language

5. Click Save to update with the new settings details.

Data Archiving

The [Data Archiving] option allows the set the interval of execution log removal, packing the individual call log, individual call log removal and the Wallboard reset.

1. Right click on the ACD System Configuration (¹) icon in the Notification Area of task bar and select Data Archiving.

OR

- 2. If Office Serv ACD System Configuration application is opened, Click on Data Archiving tab.
- **3.** The **Data Archiving** is displayed.

Data Archiving

NOTE	
	NOTE

Refer to Application Settings in OfficeServ ACD- Supervisor user guide for details.

- **4.** Enter the required changes to modify the following settings:
 - Raw Call Log Archiving
 - Call Summary Archiving
 - Manually Run Summary
 - Click **Run**. The **Input Administrator Password** dialog box is displayed.

	nput Adminis	trator Pa	assword	J	X
	-Verify Adm Password	ninistrator	[
-		Q	<u>0</u> K		_

• Enter the Administrator password. Click **OK** to update the call archiving details



○ OfficeServ ACD System Configuration	X
License Settings Server Configuration Data Archiving Monitors Current Archiving Status Manual archive of data %s was successful!	
Raw Call Log Archiving Store Logs (Days) 90 Clear at 12:00:AM Clear at 12:00:AM Wallboard Reset Daily Reset at Daily Reset at 08:00:AM Image: Clear at 12:00:AM Store Logs (Days) 7 Clear at 02:00:AM Image: Clear at 10:00:AM 10:00:AM 10:00:AM 10:00:AM 10:00:AM 10:00:AM 10:00:AM 10:00:AM 10:00:AM<	
<u>وا</u> ose	

- Debug Log Archiving
- Wallboard Reset
 - Click **Reset**. The **Input Administrator Password** dialog box is displayed.

	nput Administrator Password	X
	Verify Administrator	
	Password	
-	(<u>o</u> k	-

• Enter the Administrator password. Click **OK** to reset the Wallboard client

Administration Password
The default password is 'acdadmin'.

5. Click Save The Input Administrator Password dialog box is displayed.

	nput Administrator Password	X
	Verify Administrator	
	Password	
-		_
	ଜି <u>୦</u> ୪	

6. Enter the Administrator password. Click OK to update with the new settings details

Monitor

The [Monitor] option allows the user to Monitor ACD Server memory information.

1. Right click on the ACD System Configuration icon in the Notification Area of task bar and select Monitor.

OR

- *2.* If **Office Serv ACD System Configuration** application is opened, Click on **Monitor** tab.
- *3.* The **Monitor** is displayed.



Monitor

The ACD Server should be running to run the Monitors.

4. Select **Agent** from the dropdown list to view the details about the agent (Multi-split Login/Phone only Agent)

Ager All	it _	•	General Informa	ation		• •					
No	Station	ID	IP Addr	LvI	10	DD	FW	FM	FTEL	CC	PC
0	2001	A2001	107.108.72.209	1	Ι	W	Ν	0		W	W
1	2002	A2002	107.108.72.209	1	1	W	N	0		W	W
2	2003	A2003	107.108.72.209	1	1	W	N	0		W	W
•											►

• The following table provides details of each column when **General Information** option and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Station	Agent telephone number
ID	Agent ID
IP Addr	Agent PC IP Address
Lvl	Agent level As set in Supervisor
Ю	Agent type 'I' represents Inbound 'O' Outbound
DD	Don't Disturb status 'W' represents Don't Disturb status is Not enabled. 'O' represents Don't Disturb status is Enabled
FW	Call forward Status 'N' represents ON 'F' represents OFF
FM	Call Forward Mode '1' represents All Forward '2' represents Busy Forward '3' represents No Answer Forward '4' represents either Busy OR No Answer Forward '5' represents External Forward '6' represents DND Forward '7' represents Follow Me
FTEL	Forward Destination telephone no.
CC	Current Call Status
PC	Previous Call Status

AS	Agent Status
PS	Agent Break Status (Break Type as configured in the Supervisor)
WS	Agent Reservation status 'W' represents Waiting 'R' represents Ready
Div	Agent Division ID
Cur Grp	Agent current Primary Group ID
Cur Split	Agent Current Primary Split ID
Prev Grp	Agent Previous Primary Group ID
Prev Split	Agent Previous Primary Split ID
Chg Time	Agent last updated status duration
S Lvl	Agent Security Level as set in Supervisor
NAS	No answer break option enabled or not 'P' represents Break 'W' represents Waiting

• The following table provides details of each column when **Multiple Split log** in option and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Station	Agent telephone number
ID	Agent ID
1Div	1 st Division ID
1Grp	1 st Group ID
1 Split	1 st Split ID
1Lvl	1 st Agent Level in current split - Agent level as configured in Supervisor
1Prt	1 st Agent Priority in current split-Agent Priority as configured in Supervisor



Column Name

The column name displays upto maximum of 8 sets.

• The following table provides details of each column when **Phone Only Agent** option and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Station	Agent telephone number
ID	Agent ID
IP Addr	Agent PC IP Address
Lvl	Agent level as configured in Supervisor
Ю	Agent type
	'l' represents Inbound
	'O' represents Outbound

DD	Don't Disturb status					
	'W' represents Don't Disturb status is Not enabled.					
	'O' represents Don't Disturb status is Enabled					
CC	Current Call Status					
PC	Previous Call Status					
AS	Agent Status					
PS	Agent Break Status (Break Type)					
WS	Agent Reservation status					
	'W' represents Waiting					
	'R' represents Ready					
Div	Agent Division ID					
Cur Grp	Agent current Primary Group ID					
Cur Split	Agent Current Primary Split ID					
Prev Grp	Agent Previous Primary Group ID					
Prev Split	Agent Previous Primary Split ID					
Chg Time	Agent last updated status duration					
S Lvl	Agent Security Level as set in Supervisor					
NAR	No answer break option enabled or not					
	'P' represents Break					
	'W' represents Waiting					
Wrap	Agent default wrap-up time					

OR

5. Select **Port** from the dropdown list to view the details about the port (ACD Gateway/ACD Queue/Agent/Trunk/RAD/IVR)

							-			
No	Туре	Node	Port	Mon	UC	DD	CC	IP Addr	DS	-
0	Agent	0	2001	Y	Y	W	W			_
1	Agent	0	2002	Ý	Ý	Ŵ	Ŵ			
2	Agent	0	2003	Ý	Ý	Ŵ	Ŵ			
3	Agent	0	2004	Ý	Ý	W				
4	Agent	0	2005	Y	Y	W				
5	Agent	0	2006	Y	Y	W				
6	Agent	0	2007	Y	Y	W				
7	Agent	0	2008	Y	Y	W				
8	Agent	0	2009	Y	Y	W				
9	Agent	0	2010	Y	Y	W				
10	Agent	0	2011	Y	Y	W				-
•									[۱.

• The following table provides details of each column when **Port** option is selected from the combo box

Column Name Definition/Description							
No	Serial No						
Туре	Port type ((IVR/RAD)/Agent/Trunk/ACD Queue/ ACD Gateway)						
Node	PBX number						
Port	Used port number						
Mon	Monitoring status 'Y' represents Enabled 'N' represents Not enabled						
UC	Use Check. 'Y' represents Port is Enabled 'N' represents Port is Not enabled						
DD	Don't Disturb status 'W' represents Don't Disturb status is Not enabled 'O' represents Don't Disturb status is Enabled						
СС	Agent Current Status						
IP Addr	IP Address of IVR/RAD is configured for the port						
DS	Port State 'D' represents Reserved 'R' represents Ready 'A' represents Ringing 'P' represents IVR to ACD transfer						
DSTime	Reserved time to route						
QP	Call Queue Position						

Routing	Trunk	port	Routing	Sequence	as	configured	in
	Superv	/isor					
	'A' repi	resent	ts CLI				
	'N' rep	resen	ts DID				
	'l' repr	esent	s IVR				

OR

- *6.* Select **Queue** from the dropdown list to view the waiting call list in each split queue.
 - To Delete :
 - Select a queue from the call list
 - Click Delete Call button. A message, "Are you sure to drop ACD Waiting Call list?" is displayed.
 - Click **OK** to delete the call from the queue.

Jueue					• •		Delet	e Call
No E)S Grp	Split	Call ID	LvI	Cust ID	Time	IVR Port	IVR WTime
•								1

• The following table provides details of each column when **Queue** option and All option are selected from the combo box

Column Name	Definition/Description
No	Serial No
DS	Port State 'D' represents Reserved 'R' represents Ready 'A' represents Ringing 'P' represents IVR to ACD transfer
Grp	Group ID
Split	Split ID
Call ID	Call ID

Lvl	Customer Level
Cust ID	Customer ID
TTime	Agent Current Status
CTime	IP Address of IVR/RAD is configured for the port
IVR Port	IVR port number
QingTime	VMS Wait Time

OR

7. Select **Split** from the dropdown list to view split information for Division/Group

All			┓	•			-	[
N	Split Name	U.	Div	Grp	Split	10	VC	CC	VA	VP	CA	CP	A	F
0	IVR waiting	Y	00	00000	00000	Ι	0	0	0	0	0	0	0	(
1	Split01	Y	A0	P0000	S0001	Ι	0	0	0	0	0	0	0	(
2	Default Split	Y	A0	P0100	S0101	1	0	0	0	0	0	0	0	(
3	Split201	Y	A1	P1100	S1101		0	0	0	0	0	0	0	(
4	Split210	Y	A1	P1200	S1201	1	0	0	0	0	0	0	0	(
•														•

• The following table provides details of each column when **Split** option, **Split Information** and **All** option are selected from the combo box

Column Name	Definition/Description
No	Serial No
Split Name	Split Name
U	In Use
	'Y' represents in use
	'N' represents Not in use
Div	Division ID
Grp	Group ID
Split	Split ID
IO	'l' represents Inbound type
	'O' represents Outbound type
VC	VIP Call Count
СС	Normal Call Count

AWT	Average Wait Time
В	Busy Agent Count
R	Wrap-up Agent Count
Р	Break Agent Count
WAC	Available Agent Count
APW	ACD Wait time to transfer to IVR
MWT	Wait time to overflow to other split
MQT	Wait time of current longest call
WaitDst	Waiting Tel no / Waiting split ID
GSR	Skill based routing is enabled or not
iTime	Time used to search for skill level agent.

Process Manager

The [Process Manager] option allows the user to start/stop the ACD Server processes.

1. Right click on the **ACD System Configuration** (**1**) icon in the **Notification Area** of task bar and select **Process Manager**.

OR

- *2.* Double click on the ACD System Configuration (²¹) icon
- **3.** The OfficeServ ACD Process Manager is displayed

Auto Start

The [Auto] option allows the user to start the ACD Server processes automatically.

- 1. Follow the steps in <u>Process Manager</u> section.
- 2. Select 'Auto' checkbox, the ACD Servers process status changes from Start to Run.

Index	Process	Status	Process ID	Start Time
1	shmmgr	RUNNING	2748	2008/09/09 19:12:20
2	osacdlink	RUNNING	5412	2008/09/09 19:12:22
3	logmake	RUNNING	4248	2008/09/09 19:12:23
4	dbnet	RUNNING	5948	2008/09/09 19:12:23
5	icdmgr	RUNNING	4204	2008/09/09 19:12:24
6	pbxrecv	RUNNING	2192	2008/09/09 19:12:25
7	pbxsend	RUNNING	5296	2008/09/09 19:12:25
8	pbxmoni	RUNNING	1508	2008/09/09 19:12:26
9	pbxmonidb	RUNNING	5276	2008/09/09 19:12:26
10	arsrecv	RUNNING	5508	2008/09/09 19:12:27
11	arssend	RUNNING	3628	2008/09/09 19:12:27
12	agtreev	RUNNING	5764	2008/09/09 19:12:28
13	agtsend	RUNNING	5648	2008/09/09 19:12:28
14	wallboard	RUNNING	1504	2008/09/09 19:12:29
4				
•				•

Auto By default, Auto option is selected.

Process Description

Following table provides process description

Process	Definition/Description
shmgr	Creates the shared memory which is used by Wallboard server to send the data to agent and wallboard client.
osacdlink	Send and receive messages from pbxsend/pbxrecv and oslink (MP) by Command and Response mechanism.
logmake	Saves all the activity into database in different tables. Saved data by logmake is used for various information
dbnet	Read and update data from database
icdmgr	Send messages to pbxsend, agtsend and arssend and also receive messages from pbxrecv, agtrecv and arsrecv.
pbxrecv	Receive messages from osacdlink and send message to icdmgr
pbxsend	Receive messages from icdmgr and send message to osacdlink
pbxmoni	Monitors the status of PBX
pbxminidb	Monitors the database for any change in routing schedule and routing sequence
arsrecv	Receive all messages from IVR and sends it icdmgr
arssend	Send messages from icdmgr to IVR
agtrecv	Receive messages from agent application and sends it to the icdmgr
agtsend	Message from icdmgr sends to agent application

wallboard	Reads the shared memory data and sends it to wallboard client and
	agent wallboard

Start Individual Process

The [Start] option allows the user to start a single ACD Server process.

- **1.** Follow the steps in **Process Manager** section.
- *2.* Select a ACD Process from the list.
- *3.* Right click and select **Start** from the pop-up menu. The ACD process is started.

Θ	OfficeServ ACD Process Manager					
ł	Execute					1
	Index	Process	Status	Process ID	Start Time	
	1	shmmgr	STOP	-1	0000/00/00 00:00:00	
	2	osacdlink	STOP	-1	0000/00/00 00:00:00	
	3	logmake	STOP	-1	0000/00/00 00:00:00	
	4	dbnet	STOP	-1	0000/00/00 00:00:00	
	5	icdmgr	STOP	-1	0000/00/00 00:00:00	
	6	pbxrecv	STOP	-1	0000/00/00 00:00:00	
	7	pbxsend	STOP		0000/00/00 00:00:00	
	8	pbxmoni	STO Sta	art	0000/00/00 00:00:00	
	9	pbxmonidb	STO Sto	p	0000/00/00 00:00:00	
8.1	10	arsrecv	STO		0000/00/00 00:00:00	
	11	arssend	STO Pro	operties	0000/00/00 00:00:00	
	12	agtrecv	STOP	-1	0000/00/00 00:00:00	
	13	agtsend	STOP	-1	0000/00/00 00:00:00	
	14	wallboard	STOP	-1	0000/00/00 00:00:00	
			Г	Auto l	Stay on Top	

Stop Individual Process

The [Stop] option allows the user to stop a single ACD Server process.

- 1. Follow the steps in **Process Manager** section.
- *2.* Select a ACD Process from the list.
- *3.* Right click and select **Stop** from the pop-up menu. The ACD process is started.

Start Entire Process

The [Start All] option allows the user to start all the ACD Server process.

1. Follow the steps in **Process Manager** section.

2. Select **Execute** » **Start All.** All the ACD process is started.



Stop Entire Process

The [Stop All] option allows the user to stop all the ACD Server process.

- 1. Follow the steps in <u>Process Manager</u> section.
- *2.* Select **Execute** » **Stop All.** All the ACD process is stopped.

Θ	Office	Serv A	CD Proces	s Manager			X
	Execut	e					
	Start	all					1
	sTop	all	ss	Status	Process ID	Start Time	
			ar -	STOP	-1	0000/00/00 00:00:00	_
	Exit		link	STOP	-1	0000/00/00 00:00:00	
	3	logm	ake	STOP	-1	0000/00/00 00:00:00	
	4	dbne	t	STOP	-1	0000/00/00 00:00:00	
	5	icdm	gr	STOP	-1	0000/00/00 00:00:00	
	6	pbxre	ecv.	STOP	-1	0000/00/00 00:00:00	
	7	pbxse	end	STOP	-1	0000/00/00 00:00:00	
	8	pbxm	ioni	STOP	-1	0000/00/00 00:00:00	
	9	pbxm	ionidb	STOP	-1	0000/00/00 00:00:00	
	10	arsre	CV	STOP	-1	0000/00/00 00:00:00	
	11	arsse	nd	STOP	-1	0000/00/00 00:00:00	
	12	agtre	CV	STOP	-1	0000/00/00 00:00:00	
	13	agtse	end	STOP	-1	0000/00/00 00:00:00	
	14	wallb	oard	STOP	-1	0000/00/00 00:00:00	_
							- 18
							- 12
							- 1
				Γ	Auto [Stay on Top	
_							

Start/Stop ACD Server Service

- **1.** Select Control Panel » Administrative Tools Service.
- *2.* The **Service** screen is displayed.
- *3.* Select the **OfficeServe ACD Server** from the list.

File <u>A</u> ction <u>V</u> iew							
Services (Local)	Services (Local)						
	OfficeServ ACD Service	Name /	Description	Status	Startup Type	Log On As	~
	<u>Start</u> the service	Network Connections	Manages o Provides n Manages D	Started	Manual Disabled Disabled	Local System Local System Local System	
	Description: OfficeServ ACD Service	Network Location A	Collects an Manages X	Started	Manual Manual	Local System Local System Local System	
		🤹 npkcmsvc 🍓 npkcsvc	nProtect K	Started	Automatic Automatic	Local System Local System	
		Office Source Engine	Provides s Saves inst	Started	Manual Manual	Local System Local System	
		OfficeServ ACD Ser	OfficeServ		Automatic Automatic	Local System	
		OfficeServ Link V3 S	OfficeServ	Started	Automatic	Local System	
		Performance Logs a	Collects pe		Manual	Network S	Y
	Extended / Standard /						

 Double click on OfficeServ ACD Server. The Properties dialog box is displayed. Click Stop or Start button

(OfficeServ ACD S	ervice Properties (Local Computer)	?×
ſ	General Log On	Recovery Dependencies	
	Service name:	OfficeServ ACD Service	
	Display <u>n</u> ame:	OfficeServ ACD Service	_
	<u>D</u> escription:	OfficeServ ACD Service	~ ~
	Pat <u>h</u> to executable C:\Program Files\?	e: Samsung Electronics\OfficeServ ACD\Server\bin\IP	rocm
	Startup typ <u>e</u> :	Automatic	~
	Service status:	Stopped	_
	<u>S</u> tart	Stop <u>P</u> ause <u>R</u> esume	
	You can specify th from here.	ne start parameters that apply when you start the serv	rice
	Start para <u>m</u> eters:		
l		OK Cancel A	pply

OR

5. Right click on the OfficeServ ACD Server in list and select Start/Stop button.

Stay on Top

The [**Stay on Top**] menu allows the user to set the Process Manager application on top of other application.

- 1. Follow the steps in <u>Process Manager</u> section.
- **2.** Select **Stay on Top** checkbox.

Change Password

The [Change Password] option allows the user to change the administrative password.

- **1.** Right click on the **ACD System Configuration** (**1**) icon in the **Notification Area** of task bar and select **Change Password**.
- 2. The Change Administrator Password is displayed
- *3.* Current Password Enter the current password.

Change Administrator Password	X
Modify Password Current Password New Password Confirm Password	
Q QK S Cancel	

- *4.* **New Password** —Enter the new password.
- 5. Confirm New Password Enter the new password again.
- **6.** Click **OK** to change the password.

About OfficeServ ACD

The [About OfficeServ ACD] option allows the user to view the version and copyright information.

- **1.** Right click on the **ACD System Configuration** () icon in the **Notification Area** of task bar and select **About OfficeServ ACD**.
- *2.* The **OfficeServ ACD** version and copyright information is displayed.

Exit OfficeServ ACD

The [Exit OfficeServ ACD] menu allows the user to stop the OfficeServ ACD server.

- 1. Right click on the ACD System Configuration (20) icon in the Notification Area of task bar and select Exit OfficeServ ACD
- 2. A message, "Are you sure to stop 'OfficeServ ACD Server'?" is displayed. Click OK to stop the server.

ABBREVIATION

Α		
	ACD	Automatic Call Distribution
С	ANI	Answered Number Identification
-	CTI	Computer Telephony Integration
П	CLI	Caller Line Identification
U	DB	Database
	DSN	Data Source Name
	DTMF	Dual Tone Multi Frequency
	DID	Direct Inward Dialing
	DNI	Dialed Number Identification
	IP	Internet Protocol
	IVR	Interactive Voice Response
	IIS	Internet Information Server
Н		
	HTTP	Hyper Text Transport Protocol
Μ		
	MMC	Man Machine Code
	MCP	Main Control Processor
_	MGI	Media Gateway Interface
0		
	ODBC	Open Database Connectivity
Ρ		
	PBX	Private Branch Exchange
	PSTN	Private Switching Telephone Network
R		
	RAD	Recorded Announcement Device
S		
	SQL	Structured Query Language
Т		
	TCP	Transmission Control Protocol
U		
	UMS	Unified Messaging System
	URL	Uniform Resource Locator
V		
	VoIP	Voice over IP

OfficeServ ACD Server User's Guide

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