

# OfficeServ ACD — Wallboard User's Guide

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# CHAPTER 1. INTRODUCTION

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## **Purpose**

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

## **Document Content and Organization**

This document contains four chapters and an abbreviation.

### ***Chapter 1. Introduction***

This chapter introduces the Wallboard application.

### ***Chapter 2. Wallboard***

This chapter describes about Wallboard application.

### ***Chapter 3. Wallboard Operation***

This chapter describes about basic feature of Wallboard application.

### ***Chapter 4. Wallboard Field Description***

This chapter describes in detail about the parameter used in Wallboard application.

## ***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.

	NOTE	<b>Note</b>	Indicates additional information as a reference.
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## Console Screen Output

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

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

## References

## Revision History

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





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## CHAPTER 2. Wallboard

This section describes the Wallboard module which is used to monitor the real-time call center.

### Starting up the Wallboard

To start the Wallboard,

1. From the **Windows** desktop, click **Start** and choose **Programs » Samsung Electronics » OfficeServ ACD » Wallboard**.

OR



2. Click **Wallboard icon**  on the desktop.
3. The **Login** dialog box is displayed.

- **Server IP or DNS Name** — Enter the Server IP or DNS Name.
- **Login ID** — Enter the user name.



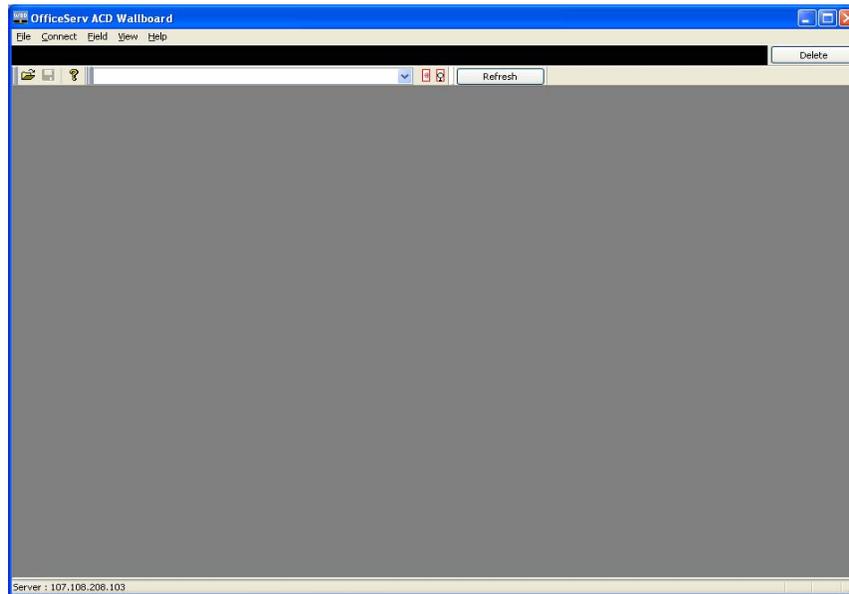
NOTE

#### Login ID

Only users registered in Supervisor can login. For more information, see **Supervisor** manual.

- **Password** — Enter the password.

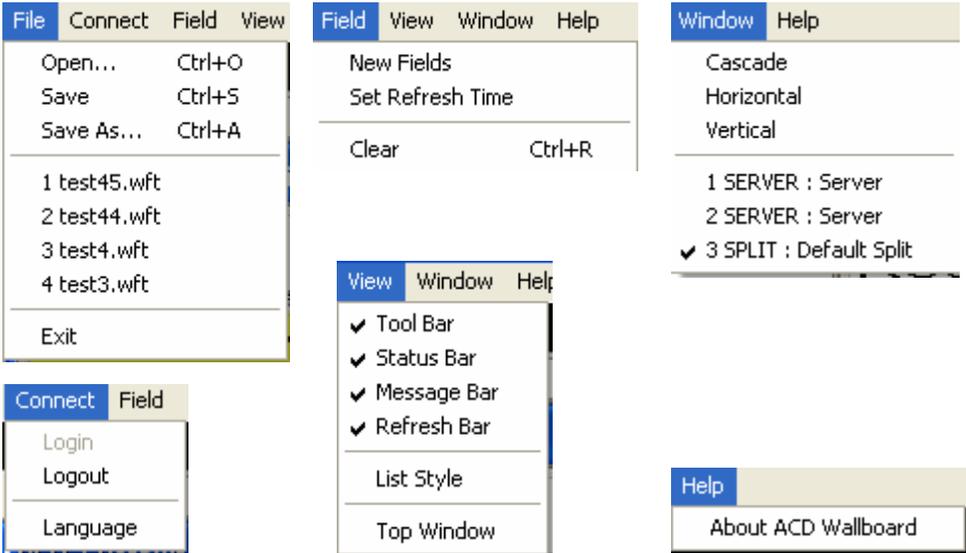
4. Click **OK** to login to Wallboard Server. The **Wallboard** application is displayed.



# Wallboard Menu

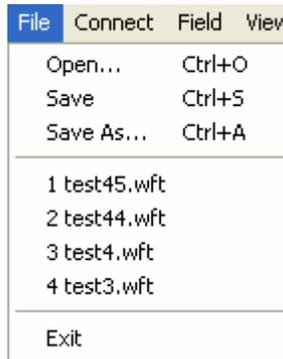
The section presents the menu bar options. Detailed descriptions on menu bar operation will be following. The section describes the options available in Wallboard.

The menus of the Wallboard are the following:



## File Menu

The **[File]** menu allows the user to perform file-related operations like opening or saving a wallboard or exiting the application.



Menu	Shortcut	Description
Open	Ctrl + O	This option allows the user to open an existing Wallboard File.
Save	Ctrl + S	This option allows the user to save the current wallboard description details
Save As	Ctrl + A	This option allows the user to save the current wallboard description with a new file name.
Recent File		This option lists the files the user has most recently opened in this program
Exit		This option allows the user to close the Wallboard application.

## Connect Menu

The **[Connect]** menu allows the user to connect to the wallboard server



Menu	Shortcut	Description
Login		The option allows to login to Wallboard Server.
Logout		The option allows to logout from the Wallboard Server.
Language		The option allows to change the default language setting to a different language

## Field Menu

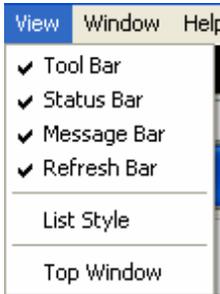
The [Field] menu allows the user to set new fields and refresh time.



Menu	Shortcut	Description
New Fields		This option allows to create new fields
Set Refresh Time		This option allows to set refresh time intervals
Clear	Ctrl + R	This option allows to close all fields in the view

## View Menu

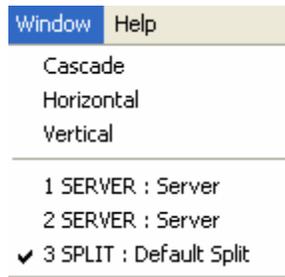
The [View] menu allows the user to view or hide the Toolbar, Status Bar, Message Bar and Refresh Bar.



Menu	Shortcut	Description
Toolbar		This option allows show/hide the Toolbar.
Status Bar		This option allows to show/hide the Status Bar
Message Bar		This option allows show/hide the Message Bar.
Refresh Bar		This option allows show/hide the Refresh Bar.
List Style		This option allows to change the current window to List Style
Top Window		This option allows to set the wallboard application on top of other application

## Window Menu

The [**Window**] menu allows the user to cascade the window view and view the recent field window.



Menu	Shortcut	Description
Cascade		This option allows displaying windows as stacked and cascading from the upper left to the lower right of the screen
Horizontally		This option allows displaying windows as horizontal stack
Vertically		This option allows displaying windows as vertical stack.
Recent Field Window		This option lists the field window that the user has most recently opened in this program. To quickly re-open one of these field windows, click on it.

## Help Menu

The [Help] menu presents the version and copyright information.



Menu	Shortcut	Description
Help		This option displays the Wallboard version and copyright information.

## Pop-up Menu

Right click in the view a pop-up menu is displayed with following options:



Menu	Shortcut	Description
Modify Service Level		This option allows to modify Service Level
Field Modify		This option allows to modify entire field settings
File Title		This option allows to modify each field settings in Box Style view
List Style		This option allows to change the current window to List Style

## Message pop-up menu

Click on  in the **Message Bar**, a pop- up menu is displayed with following options



Menu	Shortcut	Description
Broadcasting		This option allows sending message to entire division, group or split.
Point to Point		This option allows sending message to an agent.

## CHAPTER 3. Wallboard Operation

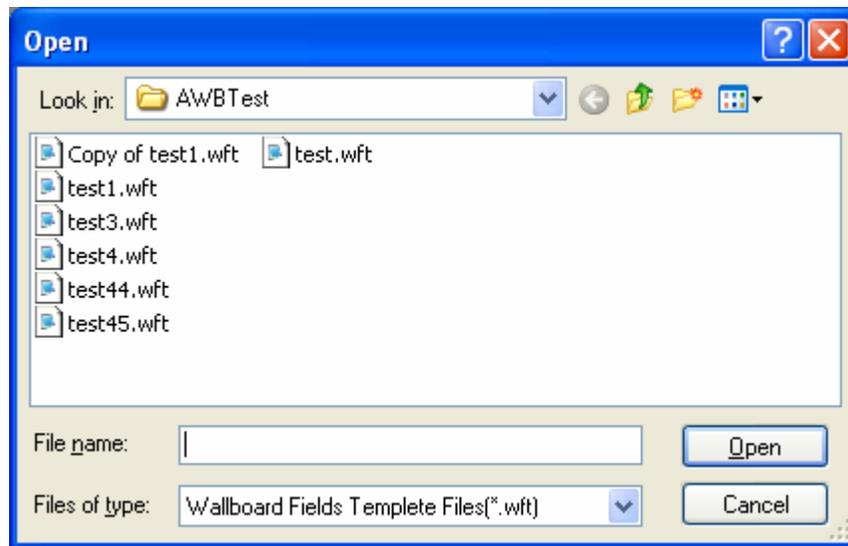
This section describes some of the basic features of Wallboard application.

### File Operations

#### Open

The [**Open**] menu allows the user to open an existing Wallboard File.

1. Click **File** » **Open**, or press **Ctrl + O**.



2. In the **Look in** list, click the drive, folder, or Internet location that contains the file to open.
3. In the **Folder** list, locate and open the folder that contains the file.
4. Select the file, and then click **Open**.

#### Save

The [**Save**] menu allows the user to save the current wallboard description details.

1. Click **File** » **Save**, or press **Ctrl + S**.

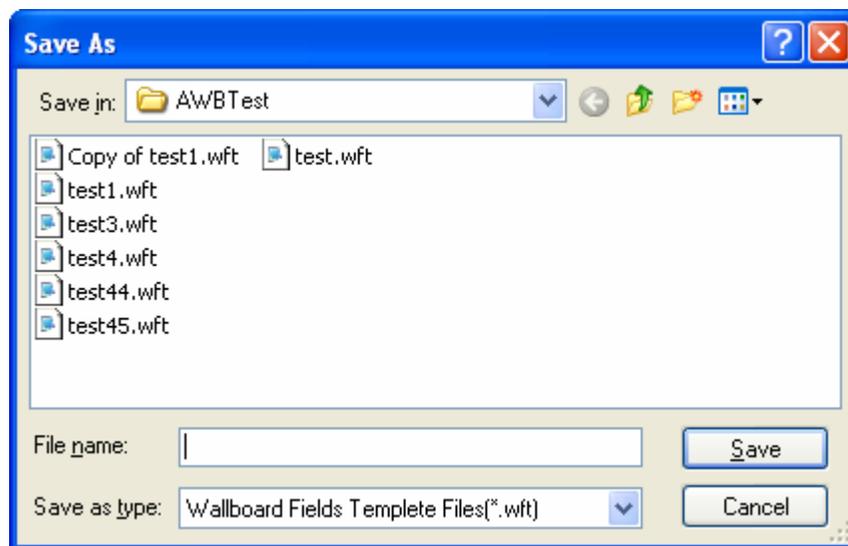
2. The file is saved in **wft** format.

 **NOTE** **SAVE**  
This option is not available if field view is not opened.

## Save As

The [**Save As**] menu allows the user to save the current wallboard description with a new file name.

1. Click **File** » **Save As**, or press **Ctrl + A**.



2. In the **File Name** field, enter a new name for the file.
3. Click **Save** button . The file is saved in **wft** format.

 **NOTE** **SAVE AS**  
This option is not available if field view is not opened.

## Recent File

The [**Recent File**] menu lists the files that the user has most recently opened in this program. To quickly re-open one of these wallboard files, click on it.

 **NOTE** **RECENT FILE**  
It is disabled when a wallboard is not connected.

## Exit

The [**Exit**] menu allows the user to close the Wallboard application.

1. Select **File » Exit**.
2. The **Wallboard** application is closed.

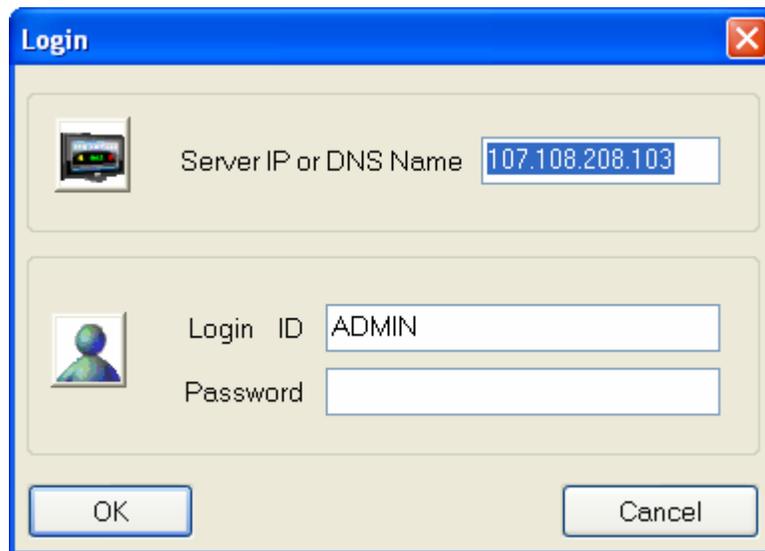
## Connect Operations

The [**Connect**] menu allows the user to connect to the wallboard server.

## Login

The [**Login**] menu allows the user to connect to the Wallboard server.

1. Select **Connect » Login**.
2. The **Login** dialog box is displayed.



3. **Server IP or DNS Name** — Enter the wallboard server IP or DNS Name.
4. **Login ID** — Enter the user name.
5. **Password** — Enter the password.
6. Click **OK** to login to Wallboard Server.



NOTE

### Login

If a user enters wrong login ID or Password over three times, the program is terminated. If you have any question, contact ACD administrator.

## Log Out

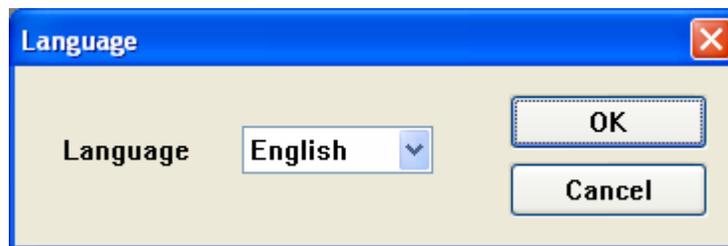
The [Logout] menu allows the user to disconnect from the Wallboard server.

1. Select **Connect » Logout**.
2. A message, “**Do you want to Logout?**” is displayed. Click **Yes** to disconnect from the Wallboard Server.

## Language

The [Language] menu allows the user to change the default language setting to a different language.

1. Select **Connect » Language**.
2. The **Language** dialog box is displayed.



3. Select the **Language** from the dropdown list.
4. Click **OK**. The language will be changed once you restart the Wallboard application.

## View Operations

The [View] menu allows the user to show or hide the Toolbar, Status Bar, Message Bar, Refresh Bar, List Style and Top Window.

## Toolbar

The [Toolbar] menu shows or hides the Toolbar.

1. Select **View » Toolbar**.

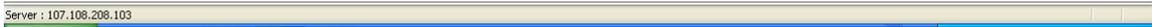
2. The **Toolbar** is displayed.



## Status Bar

The [**Status Bar**] menu allows the user to show or hide the Status Bar. The Status Bar describes the action to be executed by the selected menu item or depressed toolbar button, and keyboard latch state.

1. Select **View » Status Bar**.
2. The **Status Bar** is at the bottom of the Wallboard window.



3. The left area of the status bar describes actions of menu items as and when the user uses the arrow keys to navigate through menus. This area similarly shows messages that describe the actions of toolbar buttons as the user depresses them, before releasing them.
4. The right area of the status bar indicate which of the following keys are latched down:
  - **CAP** – The Caps Lock key is latched down.
  - **NUM** – The Num Lock key is latched down.
  - **SCRL** – The Scroll Lock key is latched down.

## Message Bar

The [**Message Bar**] menu shows or hides the Message bar.

1. Select **View » Message Bar**.
2. The **Message Bar** is displayed.



## Refresh Bar

The [**Refresh Bar**] menu shows or hides the Refresh bar.

1. Select **View » Refresh Bar**.
2. The **Refresh Bar** is displayed.



3. Click **[Refresh]** button on the Refresh Bar to receive data from the Server.

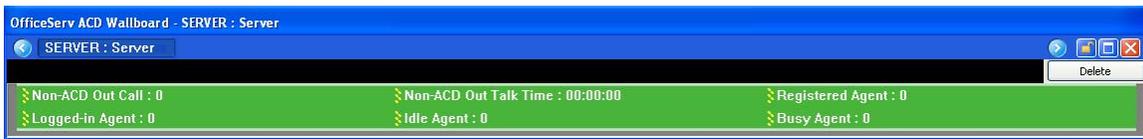
 **NOTE** **Refresh Bar**  
In fields views, the **[Refresh]** button only refreshes the top level view.

## List Style

The **[List Style]** menu allows the user to change the current window to List Style.

 **NOTE** **List Style**  
This option is not available if field view is not opened.

1. Select **View » List Style** or right click and select **List Style** from the popup menu.
2. The Wallboard window is changed to **List Style**.



3.  — shows the description on the corresponding field in the list format.
4.  or  — shows the target field as many fields will be overlapping.
5.  — shows all fields windows description continuously.
6.  — shows the description of the field displayed.
7.  — changes the current window list format to the box window format.
8.  — closes the current window.

 **NOTE** **List Style**  
List Style value gets refreshed at selected refresh interval.

## Top Window

The **[Top Window]** menu allows the user to set the wallboard application on top of other application.

1. Select **View » Top Window**.
2. The Wallboard application will be on the top level of other applications.

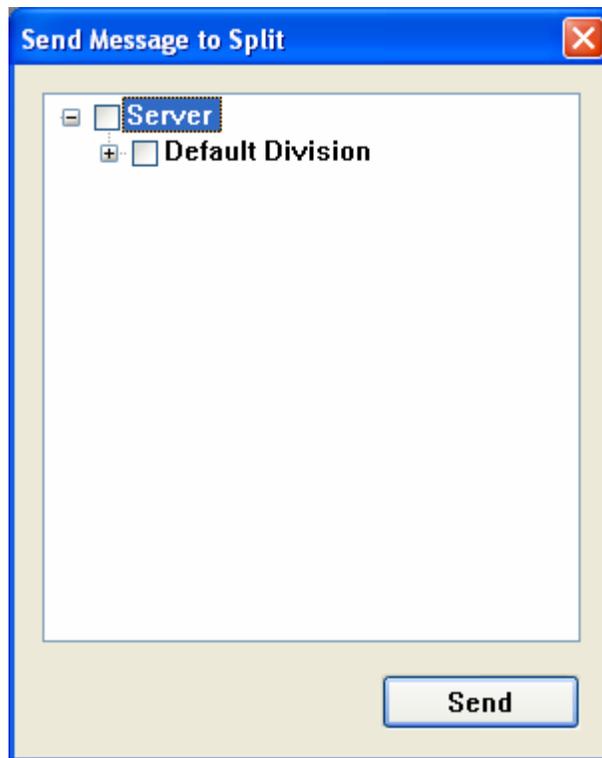
## Message Bar Operations

The [Message Bar] menu allows the user to send message to a split or to an agent and delete the message.

### Broadcast Message

The [Broadcast] menu allows to send broadcast message to the whole division.

1. Select **View » Message Bar**.
2. Enter the Message in the **Message Bar** or select the Message from the **Predifined Message**.
3. Click on  and select **Broadcast** from the pop-up menu.
4. The **Send Message to Split** screen is displayed.



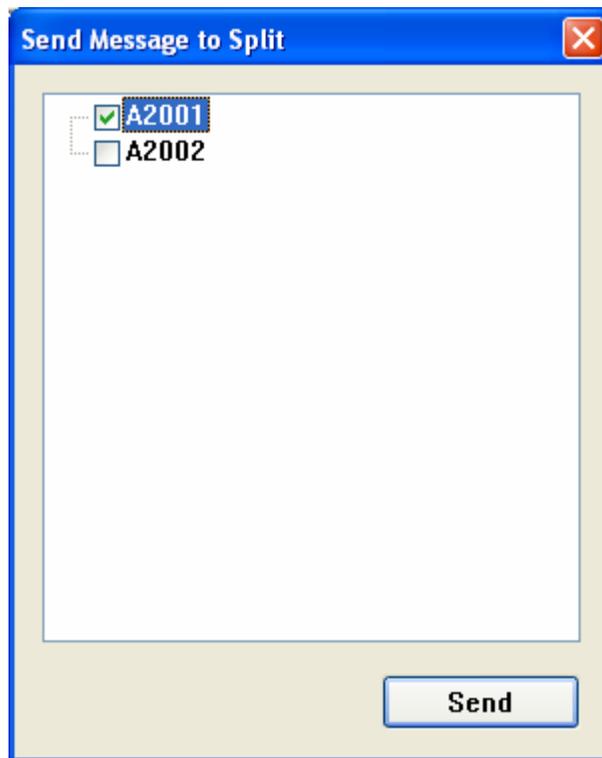
5. Select the **Division** by clicking on the check box

6. Click **Send** to send message to the division.
7. The message is displayed in the Message Bar for each split.
8. Click **Delete** button to delete the message in the Message Bar.

## Point to Point Message

The [Point to Point] menu allows the to send message to selected agent.

1. Select **View » Message Bar**.
2. Enter the message in the **Message Bar** or select the message from the **Predifined Message**.
3. Click on  and select **Point to Point** from the pop-up menu.
4. The **Send Message to Agent** dialog box is displayed.



5. Select the agent by clicking on the check box
6. Click **Send** to send message to the agent.



NOTE

### Message

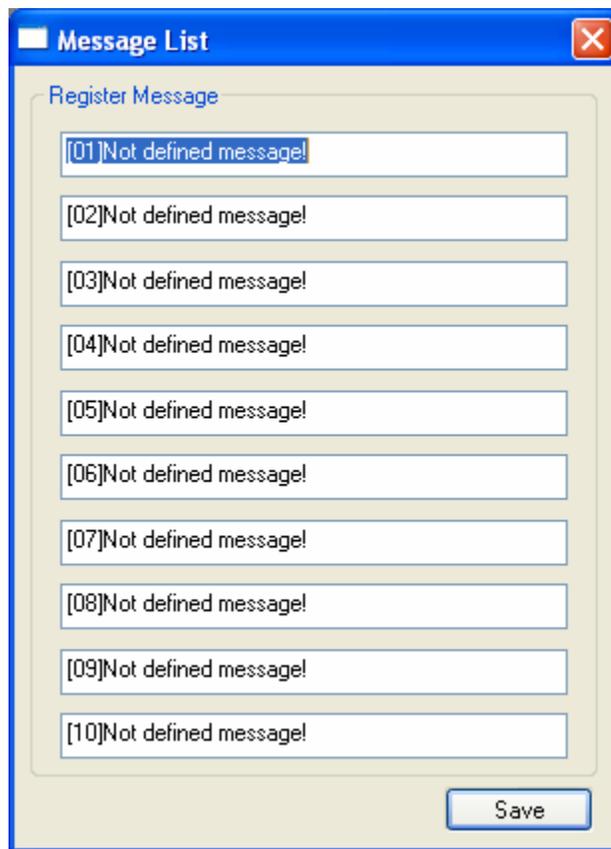
The [Broadcast Message] and [Point to Point] message cannot be sent simultaneously.

7. The message is displayed in the Message Bar for each agent.
8. Click **Delete** button to delete the message in the Message Bar.

## Predefined Message

The [Predefined Message] option allows the user to save message.

1. Select **View » Message Bar**.
2. Click on  and **Message List** screen is displayed.



3. Enter the message in the **Register Message** list.
4. Click **Save** to save the messages.

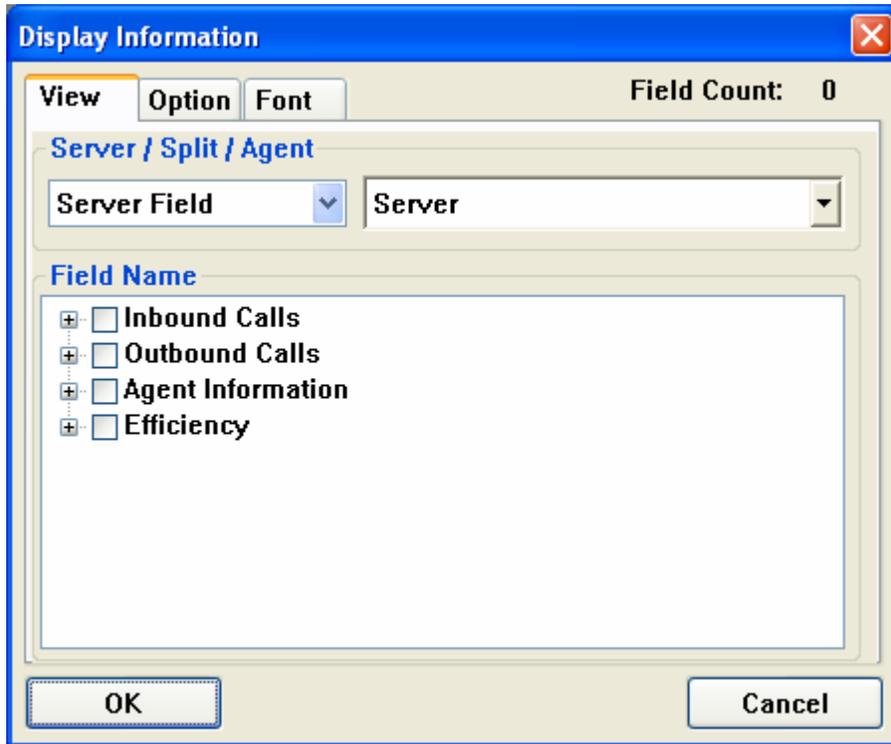
## Field Operations

The [Field] menu allows the user to set new fields and refresh time.

## New Fields

The [New Field] option allows the user to create new fields.

1. Select **Field » New Fields** or press **Ctrl + N**.
2. The **Display Information** dialog box is displayed.



3. In **View** Tab,
  - **Server / Split / Agent** — Select the field Parameter from the dropdown list.
  - Select the corresponding member of a Server or Split or Font from the dropdown list.
  - **Field Name** — Select the fields by clicking on the checkbox.



NOTE

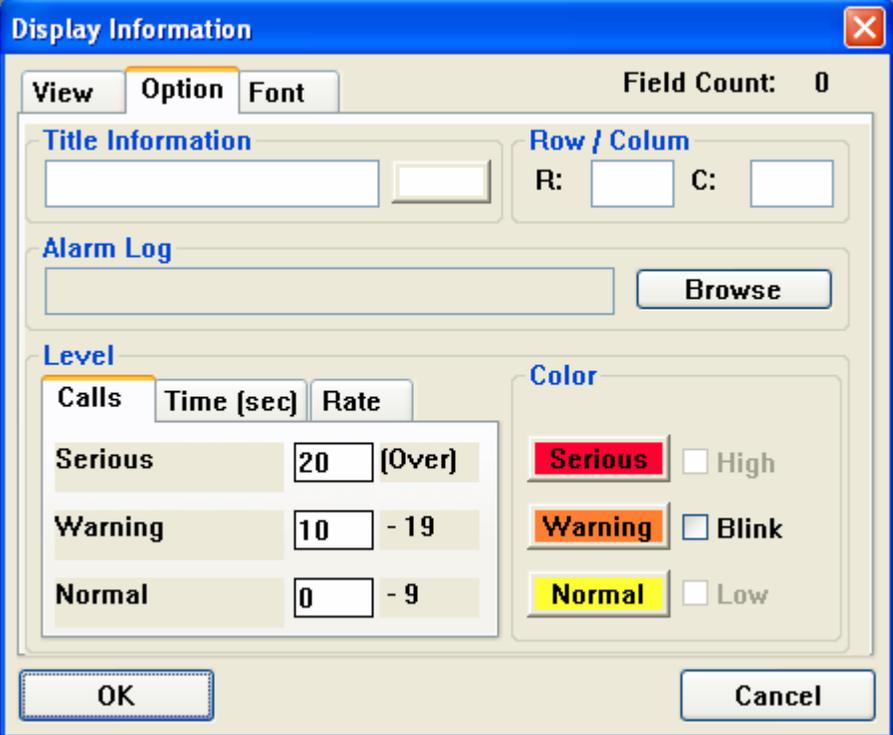
### Field Name

If Service Level is selected under Efficiency Field Name in Server and Split parameter, the user has to enter the level. For more information, see [Service Level](#).

- **Field Count** — Shows the number of selected field names.

4. In **Option** Tab,
  - **Title Information** — Enter the Subtitle and color to be displayed in the Title bar of the view.
  - **Row/Column** — Enter the field arrangement for the view.
  - **Log Alarm** — Select the log alarm file location by clicking on the **Browse (...)** button

 **NOTE** | **Log Alarm**  
Alarm is generated when the value exceeding the current Server level threshold



**Display Information** [Close]

View | **Option** | Font | Field Count: 0

**Title Information** [Text Box] [Button] | **Row / Column**  
R: [Text Box] C: [Text Box]

**Alarm Log**  
[Text Box] [Browse]

**Level**

	Calls	Time (sec)	Rate
Level	20	(Over)	
Warning	10	- 19	
Normal	0	- 9	

**Color**

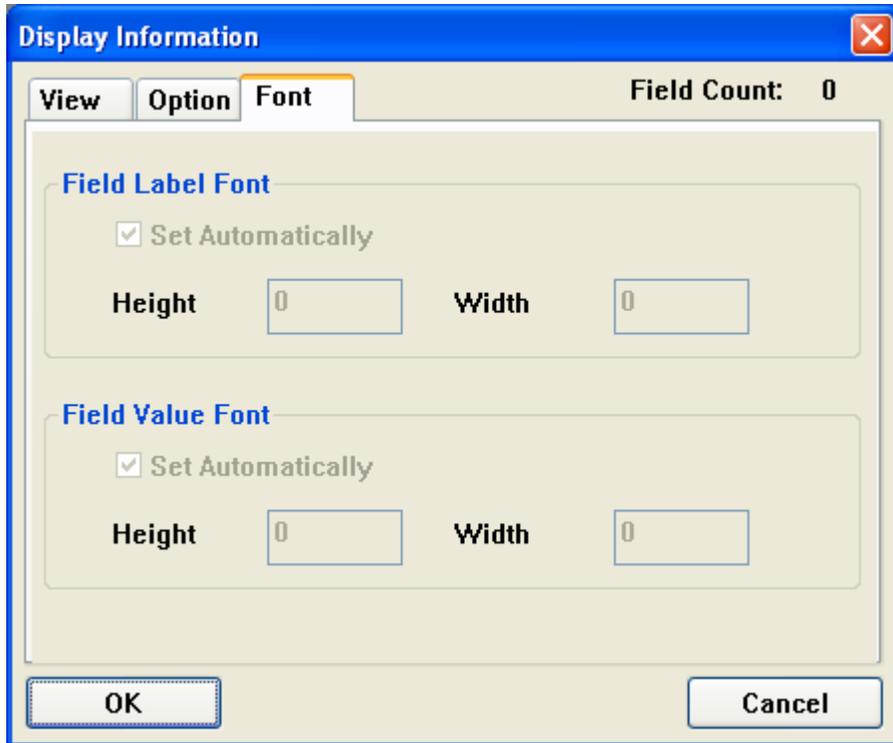
**Serious**  High  
**Warning**  Blink  
**Normal**  Low

[OK] [Cancel]

- **Level** — The level of the field can be set for **Calls**, **Time (Sec)** and **Rate**.
- **Color** — Set the color to identify the data status easily.
  - **High** — This level is enabled when the alarm generated is more than the specified value.
  - **Blink** — This level is enabled when the alarm is generated to blink.
  - **Low** — This level is enabled when the alarm generated is less than the specified value.

 **NOTE** | **Color**  
High/Low is registered by default value at field creation.

**5.** In **Font** tab — shows the default settings



6. Click **OK** button to create the new fields in the views.

 **NOTE** | **New Fields**  
Multiples view ... can be opened but with 24 maximum fields.  
For more information, see **CHAPTER 4**.

## Service Level

The [Service Level] option allows the user to modify Service level threshold settings.

1. Right click on the server Level in the view and select **Modify Service Level** from the pop-up menu.

 **NOTE** | **Service Level**  
This option is available only when **Service Level** is selected under **Efficiency of View Tab** in **Server** and **Split** parameter.

2. The **Service Level** dialog box is displayed.



3. Select the **Service Level** from the dropdown list.

	<p><b>NOTE</b></p> <p><b>Service Level</b></p> <p>Service level is in the range of 5 to 300.</p>
---	--

4. Click **OK** to view the new service level settings.

## Modification of Entire Field Settings

The [**Modify Fields**] option allows the user to modify entire field settings.

1. Right click in the view and select **Modify Fields** from the pop-up menu.
2. The **Display Information** dialog box is displayed.
3. Enter the required changes.
4. Click **OK** to save the modified changes.

	<p><b>NOTE</b></p> <p><b>Field Name</b></p> <p>Refer to <b>CHAPTER 4</b> for more details.</p>
---	--

## Field Title

The [**Field Title**] option allows the user to show or hide Field Title.

1. Right click in the view and select **Field Title** from the pop-up menu.
2. The Field Title is displayed.

 **NOTE** | **Field Title**  
Refer to **CHAPTER 4** for more details

## Changing the Field Location

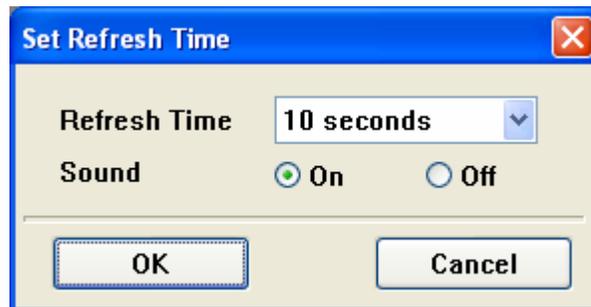
Field Location in the view can be changed.

1. Select the field to be changed.
2. Drag and drop the selected field to the desired place.

## Set Refresh Time

The [**Set Refresh Time**] option allows the user to set refresh time intervals.

1. Select **Field** » **Set Refresh Time**
2. The **Refresh Time** dialog box is displayed.



3. Select the **Refresh Time** from the dropdown list.
4. Select **Sound** radio button to beep you of refresh time.
5. Click **OK** to set the time intervals.

## Clear

The [**Clear**] option allows the user to close all fields in the view.

 **NOTE** | **CLEAR**  
This menu is disabled when wallboard view is not opened.

1. Select **Field** » **Clear** or press **Ctrl + R**.

2. A confirmation message, “**Will you save the file?**” is displayed to save the view before closing the view.

## Window Operations

The [**Window**] menu allows the user to cascade the window view and view the recent field window.

### Cascade

The [**Cascade**] option allows displaying windows as stacked and cascading from the upper left to the lower right of the screen.

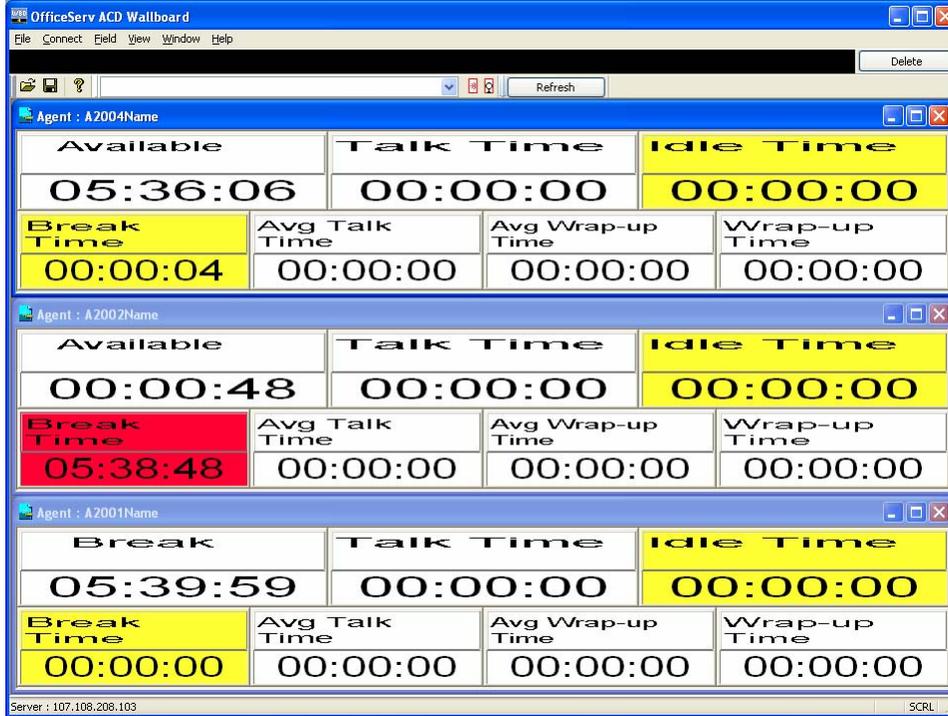
1. Select **Window » Cascade**



### Horizontally

The [**Horizontally**] option allows displaying windows as horizontal stack.

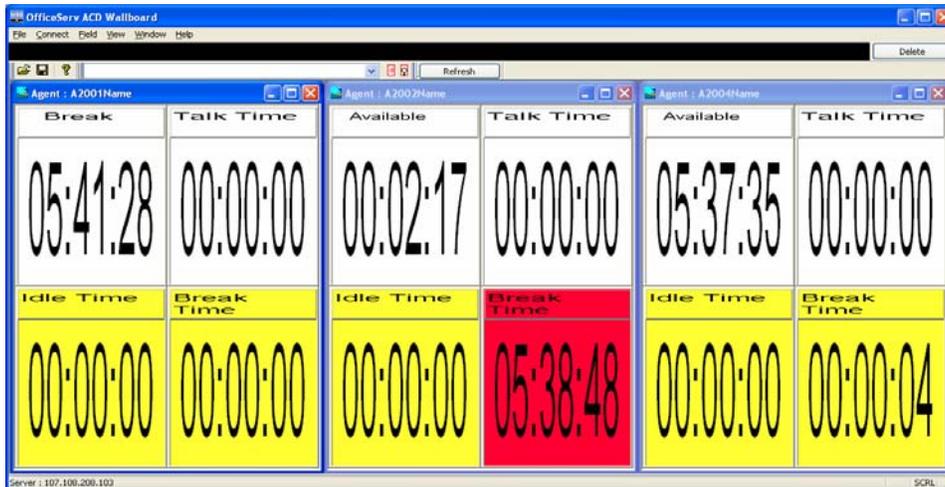
1. Select **Window » Horizontally**



## Vertically

The [Vertically] option allows displaying windows as vertical stack.

1. Select **Window** » **Vertically**



## Recent Field Window

The [Recent Field Window] menu lists the field window that the user has most recently opened in this program. To quickly re-open one of these field windows, click on it.

## CHAPTER 4. Wallboard Field Description

### Server Field

Category	Subcategory1	Subcategory2	Description
IVR Inbound	ACD IVR Total		Total number of ACD and IVR inbound calls handled by server
	IVR Total		Total number of inbound call to the IVR.
	IVR Normal		Total number of inbound call severed by IVR.
	IVR Abandoned		Total number of abandoned IVR inbound call
	IVR Trsf to Phone		Total number of inbound IVR Call transferred to phone
Inbound Calls	ACD Inbound	ACD In Total	Total Number of inbound calls connected to ACD
		ACD Agent Requests	Total Number of inbound ACD calls requested to the agent
		ACD Trsf to Phone	Total Number of inbound ACD calls transferred to phone
		ACD Callback	Total Number of inbound re-requested ACD calls
		ACD Answered	Total Number of inbound answered ACD calls
		ACD Abandoned	Total Number of inbound abandoned ACD calls
		ACD Answered Transfers	Total Number of inbound ACD calls answered while transmitted between Splits/Agents
		ACD Abandoned Transfers	Total Number of inbound ACD calls that are not answered while transmitted between Splits/Agents
		ACD Overflow	Total number of unhandled

			inbound calls by ACD due to waiting queue overflow
		ACD In Talk Time	Time Taken to Answer ACD calls
	Non- ACD Inbound	Non-ACD In Calls	Total Number of inbound calls connected to Non-ACD
		Non ACD In Talk Time	Time Taken to Answer inbound Non-ACD calls
Outbound Calls	Non ACD Outbound	Non ACD Out Calls	Total number of outbound calls connected to Non-ACD
		Non ACD Out Talk Time	Time Taken to Answer outbound Non- ACD calls
Agent Information	Registered Agents		Number of agents registered in the server
	Login Agents		Number of agents logged in
	Free Agents		Number of agents with available status
	Busy Agents		Number of agents with busy status
	Wrap-Up Agents		Number of agents with Wrap-Up status
	Break Agents		Number of agents with Break status
	Break Type Information [1-8]		Number of agents with similar Break Types
Efficiency	IVR Wait Calls		Number of waiting IVR calls
	Longest IVR Wait Time (Current)		Longest waiting time of IVR
	ACD Wait Calls		Number of ACD waiting calls
	ACD Longest Wait Time (Today)		Current day longest wait time of ACD Calls
	ACD Avg Wait Time		Average waiting time of ACD Calls
	Answer Ratio		It is a percentage of answered call over total inbound call (either for server or split)
	Service Level		It is percentage of served call within the specified value (5 to 300 sec) over total served call.

## Split Field

Category	Subcategory	Description
ACD Inbound Calls	ACD In Total	Total number of inbound calls connected to ACD
	Agent Requests	Total number of inbound ACD calls requested to the agent
	Trsf to phone	Total number of inbound ACD calls transferred to phone
	Callback	Total number of inbound re-requested ACD calls
	Answered	Total number of inbound answered calls
	Abandoned	Total number of inbound abandoned calls
	Answered Transfers	Total number of inbound Split transfer answered calls
	Abandoned Transfers	Total number of inbound Split transfer abandoned calls
	Overflow In	Total number of unhandled inbound calls by ACD due to waiting queue overflow
	Overflow Out	Total number of unhandled outbound calls by ACD due to waiting queue overflow
Agent Information	Registered Agents	Total Number of agents registered in the Split
	Logged-in Agents	Total Number of agents logged in
	Idle Agents	Total Number of agents with available status
	Busy Agents	Total Number of agents with busy status
	Wrap-Up Agents	Total Number of agents with Wrap-Up status
	Break Agents	Total Number of agents with Break status
	Break Type Information [1-8]	Total Number of agents with similar Break Types
Efficiency	Wait Calls	Number of waiting calls
	Longest Wait Time	Longest waiting time
	Average Wait Time	Average waiting time
	Answer Ratio	It is a percentage of answered call over total inbound call (either for server or split)

	Service Level	It is percentage of served call within the specified value (5 to 300 sec) over total served call.
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## Agent Field

Category	Subcategory1	Subcategory2	Description
Inbound Calls	ACD Inbound	ACD Answered	Total Number of inbound ACD calls answered
		ACD Unanswered Calls	Total Number of inbound ACD calls not answered
		ACD Transferred In	Total Number of inbound ACD calls sent to agent
		ACD Transferred Out	Total Number of inbound ACD calls sent from agent
		ACD Avg Talk Time	Average Talk Time taken to answer the ACD calls
		ACD Talk Time	Total talk time
	Non ACD Inbound	Non ACD In Int	Total Number of inbound Non ACD calls connected internally
		Non ACD In Ext	Total Number of inbound Non ACD calls connected externally
		Non ACD Talk Time	Answered Time through Non-ACD
		Non ACD In Int Time	Time taken to answer inbound Non ACD calls connected internally
		Non ACD In Ext Time	Time taken to answer inbound Non ACD calls connected externally
Out bound Calls	Non ACD Outbound	Non ACD out Int	Total Number of outbound Non ACD calls connected internally
		Non ACD Out Ext	Total Number of outbound Non ACD

			calls connected externally
		Non ACD Talk Time	Answered Time through Non-ACD
		Non ACD Out Int Time	Time taken to answer out bound Non ACD calls connected internally
		Non ACD Out Ext Time	Time taken to answer outbound Non ACD calls connected internally
Efficiency	Elapsed Time of Current status		Current Status duration time
	Talk Time		Total Talk Time
	Idle Time		Available Status
	Break Time		Total break time
	Average Talk Time		Average talk time
	Average Wrap-up Time		Average Wrap-up time
	Wrap-up Time		Total Wrap-up time

## ABBREVIATION

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### A

ACD Automatic Call Distribution

### C

CIM Customer Interaction Management

CLI Calling Line Identification

### D

DID Dialed Number Identification

DND Do Not Disturb

## OfficeServ ACD Wallboard User's Guide

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