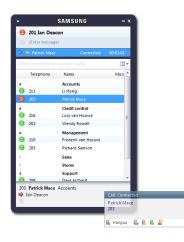
# Samsung Xchange



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. 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

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#### www.samsungbusiness.com

# Samsung Xchange

#### FEATURE GUIDE

FATUREDialPresenceGli Control (Hold, Transfer, Consult, Defined, Answer, DND, Forward, Hang, Diages Person Digitation Person Digitation Person DigitationPerson Person PersonExtension presence viewPersonPersonGuato presence viewPersonPersonOur caler/Called party details Our caler/Called party detailsPersonPersonStand address bookPersonPersonPersonProgensee viewPersonPersonPersonOur caler/Called party details Person PersonPersonPersonStand address bookPersonPersonPersonStand address bookPersonPersonPersonStand address bookPersonPersonPersonMulti-contact melling low address booksPersonPersonStand address bookPersonPersonPersonMulti-contact melling low address booksPerson PersonPersonStand address bookPerson PersonPersonPersonMulti-contact melling low address booksPerson PersonPersonMulti-contact melling low address booksPersonPersonGal History (So calis per page)PersonPersonPersonAll Histo						
Defice, Answer, DND, Forward, Hang Up, Send Digits)   Yes   Dialing from Application     Extension presence view   Balling from TAPI enabled applications     User presence view   On   Call preview window with call control     Own caller/Called party details   Multi-language   Water and the preview window with call control     Set out of office message   PC selectable skins   PC selectable skins     Statu valubility status   PC selectable skins   PC selectable skins     Statu of office message   PC selectable skins   PC selectable skins     Progressive search of users in presence window   PC selectable skins   PC selectable skins     Sindulation to call activity   Innort and Export of dial   No     Sindulation to search of users in presence window   PC sound mute on call activity   No     Sindulation to search of nultiple   Security Policies   PC sound mute on call activity     Sindulation to search of nultiple   Security Policies   PC security Policies     Multi-contact media from address book   IP Cameras Integration   Yes     Solutlock kinding   Yes   Yes   Solutook calendari integration     Gall Preview window with call control   Wating Message indicication (WAting Genenan)   Yes	FEATURE	Dial÷	Presence	FEATURE	Dial	Presence
Internation presence view No Chait Messaging (including multiple recipients)   Custom presence view No Call preview window with call control   Own caller/Called party details Set availability status Set called party details   Set out of office message PC sound mute on call activity   Progressive search of users in presence window PC sound mute on call activity   Shared address book Yes   Simultaneous search of connected address books No   Multi-contact media from address book Individual generation fails   Simultaneous search of multiple address books Yes (1 page)   Vullook incoming call contact searching Yes (1 page)   Call History (SO calls per page) Yes (1 page)   Yes Yes   MS Outlook calender integration   MS Outlook calling from tall person   MS Outlook calling   MS Outlook calling   MS Outlook calling   MS Outlook calling   MS Outlook calling from tall person   Yes   Yes   Yes   Yes	Deflect, Answer, DND, Forward, Hang Up,	Vac		Dialling from application		
User presence view   No   Call preview window with call control     Custom presence view   Multi-language   Yes     Own caller/Called party details   Multi-language   Yes     Set availability status   Selectable skins   PC selectable ring tone     Set out of office message   PC selectable ring tone   PC selectable ring tone     Progressive search of ruters in presence window   Yes   PC selectable ring tone     Shared address book   Import and Export of dial   No     Simultaneous search of nuttiple   Security Policies   No     Simultaneous search of nuttiple   Yes (1 page)   Y funlimited)   PC security Policies     Simultaneous search of nuttiple   Yes (1 page)   Y funlimited)   PC security Policies     Simultaneous search of nuttiple   Yes (1 page)   Y funlimited)   PC security Policies     Solutook incoming call   Yes (1 page)   Y funlimited)   PC security Policies     Solutook incoming call   Yes (1 page)   Yes   Security Policies     MS Outlook radienting regression   MS Outlook calendari integration   MS Outlook calendari integration     MS Outlook calling   Yes   Yes   MS Outlook calendari integration <td></td> <td>Tes</td> <td></td> <td>Dialling from TAPI enabled applications</td> <td></td> <td></td>		Tes		Dialling from TAPI enabled applications		
Custom presence view Call preview window with call control Yes   Own caller/Called party details Multi-language Yes   Set availability status Selectable skins PC selectable ring tone   Progressive search of users in presence window PC sound mute on call activity PC selectable ring tone   Shared address book PYes PC selectable ring tone No   Simultaneous search of onnected address book No Yes   Simultaneous search of multiple address books Security Policies No   Multi-contact media from address book Yes (1 page) Y (unlimited) PC ameras Integration   Call Preview window with call control Yes Pameras Integration Yes   Call Preview window with call control Yes Yes Yes   Individuok incoming call Yes (1 page) Yunlimited) PC ameras Integration   Call Preview window with call control Yes Yes Yes   Multi-contact media from address book Yes Yes Yes   Call Preview window with call control Yes Yes   Soutook dialing Yes Yes Yes   Dialing from call history Yes Yes Yes   Gall Resoulds in thistory Yes Yes Yes						
Own caller/Called party details   For each of the set of office message   Selectable skins   PC selectable skins     Set out of office message   PC selectable ring tone   PC selectable skins   PC selectable skins     Progressive search of users in presence window   Yes   PC sound mute on call activity   Import and Export of dial configuration settings     Individual search of connected address books   Multi-contact media from address books   No   Yes     Simultaneous search of multiple address books   Security Policies   Security Policies     Multi-contact media from address book   Yes (1 page)   Y (unlimited)   PC ameras Integration     Call History (SO calls per page)   Yes (1 page)   Y (unlimited)   PC ameras Integration   Yes     MS Outlook dialling   MS Outlook calendar integration   MS Outlook calendar integration   MS Outlook calendar integration     Dialling from browser page   Yes   Yes   Yes   Yes     Yes   Yes   Yes   Soutlook calendar integration   Yes     Dialling from call history   Yes   Yes   Social Previous calendar integration   No     Dialling from call history   Yes   Yes   Yes   Yes   No	Custom presence view	No		Call preview window with call control		
Set availability status   Sec availability status   Progressive search of users in presence window   PC selectable ring tone   PC selectable ring tone     Shared address book   Migroar and Export of dial configuration setting and export of dial configuration setting tone   No   Yes     Simultaneous search of connected address books   Multi-contact media from address book   No   Yes     Simultaneous search of multiple address books   Vesn's driven application launch   Yes   Security Policies     Multi-contact media from address book   Yes (1 page)   Y (unlimited)   PC ameras Integration     Call History (SO calls per page)   Yes (1 page)   Y (unlimited)   PC ameras Integration     MS Outlook dialing   MS Outlook calendar integration   MS Outlook calendar integration   Yes     Dialing from browser page   Yes   Yes   MS Outlook calendar integration     Dialing from call history   Yes   Yes   MS Outlook calendar integration	Own caller/Called party details			Multi-language	Yes	
Set out of office message   Progessive search of fusers in presence window   PC seletable ring tone   PC sound mute on call activity     Shared address book   Pressive search of fusers in presence window   Import and Export of dial configuration settings   No   Yes     Individual search of connected address books   Mute-contact media from address books   No   Yes   Yes     Shuttaronus search of multiple address books   Security Policies   Events driven application launch   Yes     MS Outlook incoming call contract searching   Yes (1 page)   Y (unlimited)   PC ameras Integration   Yes     Gall Preview window with call control   Yes   Miting Message indication (PEX dependant)   Yes     MS Outlook caleling   Yes   Yes   Miting Message indication (PEX dependant)   Yes     Billing from browser page   Yes   Yes   Yes   Yes     Dialling from call history   Yes   Yes   Yes   Yes	Set availability status			Selectable skins		
presence window   March address book   March address book   Minport and Explanding   Monor				PC selectable ring tone		
Shared address book   Yes   Yes   Import and Export of dial configuration settings   No   Yes     Individual search of connected address books   Hot Desking   No   Yes     Simultaneous search of multiple address books   Direct Dialling Inward   Mod   Yes     Multi-contact media from address book   Security Policies   Events driven application launch   Yes     Call History (SO calls per page)   Yes (1 page)   Yes   IP Cameras Integration   Yes     MS Outlook dialling   Yes   Yes   Soutlook calendar integration   Yes     Dialling from browser page   Yes   Yes   Yes   Yes     Dialling from call history   Yes   Yes   Yes   Yes				PC sound mute on call activity		
Indicative during the books   Hot besking   No     Simultaneous search of multiple address books   Direct Dialling Inward     Multi-contact media from address book   Security Policies     MS Outlook incoming call contact searching   Yes (1 page)   Y (unlimited)     Call History (S0 calls per page)   Yes (1 page)   Y (unlimited)     IP Cameras Integration   Yes     MS Outlook dialling   MS Outlook calendar integration     Dialling from browser page   Yes     Yes   Yes     Yes   Yes     Terminal and Citrix Servers   No     Dialling from call history   No		Yes	Yes			
address booksSecurity PoliciesMulti-contact media from address bookEvents driven application launchMS Outlook incoming call contact searchingYes (1 page)Y (unlimited)Call History (50 calls per page)Yes (1 page)Y (unlimited)Call Preview window with call controlYes (1 page)Y (unlimited)MS Outlook diallingYesYesDialling from browser pageYesYesYesYesTerminal and Citrix ServersDialling from call historyNo				Hot Desking	No	Yes
Marke Contact mean norm ducies book   Image: Contact mean norm ducies book   Image: Contact mean norm ducies book   Image: Contact mean norm ducies book     MS Outlook incoming call control   Yes (1 page)   Y (unlimited)   IP Cameras Integration   Yes     Call History (50 calls per page)   Yes (1 page)   Y (unlimited)   IP Cameras Integration   Yes     Call Preview window with call control   MS Outlook calendar integration   MS Outlook calendar integration   MS Outlook calendar integration     Dialling from browser page   Yes   Yes   Terminal and Citrix Servers   No     Dialling from call history   MS Outlook calendar integration   No   No				Direct Dialling Inward		
contact searching   Yes (1 page)   Y (unlimited)   IP Cameras Integration   Yes     Call History (50 calls per page)   Yes (1 page)   Y (unlimited)   Waiting Message indication (PBX dependant)   Yes     MS Outlook dialling   Yes   Yes   MS Outlook calendar integration     Dialling from browser page   Yes   Yes   Terminal and Citrix Servers     Google Places   No	Multi-contact media from address book			Security Policies		
Call History (50 calls per page) Yes (1 page) Y (unlimited) IP Cameras Integration   Call Preview window with call control Kall Preview window with call control Kall Preview window with call control Kall Preview window with call control   MS Outlook dialling MS Outlook calendar integration MS Outlook calendar integration   Dialling from browser page Yes Yes   Terminal and Citrix Servers No				Events driven application launch	Ves	
Call Preview window with call control (PBX dependant)   MS Outlook dialling MS Outlook calendar integration   Dialling from browser page Yes   Yes Yes   Google Places No	Call History (50 calls per page)	Yes (1 page)	Y (unlimited)	IP Cameras Integration	103	
Dialling from browser page Yes Yes Terminal and Citrix Servers   Dialling from call history Google Places No	Call Preview window with call control					
Dialling from call history Google Places No	MS Outlook dialling			MS Outlook calendar integration		
	Dialling from browser page	Yes	Yes	Terminal and Citrix Servers		
Dialling from clipboard Social Networking	Dialling from call history			Google Places	No	
	Dialling from clipboard			Social Networking		

 $*\ensuremath{\mathsf{Compatibility}}$  with Citrix requires Presence or Integrator upgrade

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#### 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!		Yes			2008-2011	
Groupware	No	No			1.0-1.8	
GoldMine		Yes			5.5-8.5	
LDAP		No			N/A	
Lotus Notes	Yes	Yes			7-8.5	
Maximiser					9-11	
Microsoft Access	No				2000-2010 (not 64 bit)	
Microsoft CRM		No			3-4	
Microsoft Outlook	Yes	Yes			2000-2010 (not 64 bit)	
Microsoft NAV		No			4-5	
Enrio, Infabel, Search		Yes	Yes	Yes	Enrio, Tel, Search, Infobel	
Net Suite		No			11	
Sage Peachtree					2012	
Sage CRM	No				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	

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