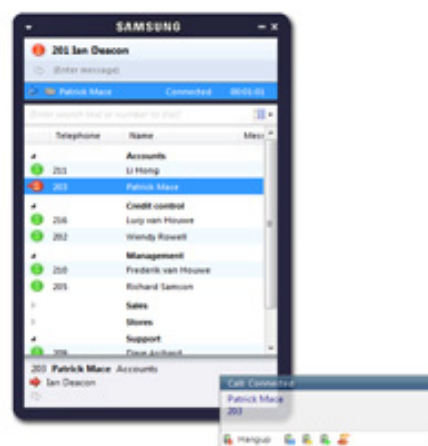# Samsung Xchange

The CTI application with a difference.

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

When a call is received by your telephone, 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 looks up the name of the caller in the database and displays it. 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 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.

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.

www.samsungbusiness.com

Features at a Glance

- 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.

Samsung Xchange

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Licence and Feature 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: http://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.

Feature	Dial	Presence
Call Control (Hold, Transfer, Consult, Deflect, Answer, DND, Forward, Hang Up, Send Digits)	Y	Y
Extension presence view	Y	Y
User presence view	N	Y
Custom presence view	N	Y
Own Caller/Called party details	Y	Y
Set availability status	Y	Y
Set out of office message	Y	Y
Progressive search of users in presence window	Y	Y
Shared address book	Y	Y
Individual search of connected address books	Y	Y
Simultaneous search of multiple address books	Y	Y
Multi contact media from address book	Y	Y
MS Outlook incoming call contact searching	Y	Y
Call History (50 calls per page)	Y (1 PAGE)	Y (unlimited)
Call Preview window with call control	Y	Y
MS Outlook dialling	Y	Y
Dialling from browser page	Y	Y
Dialling from call history	Y	Y

Samsung Xchange

The CTI application with a difference.

Feature Guide Continued

Feature	Dial	Presence
Dialling from clip board	Y	Y
Dialling from application	Y	Y
Dialling from TAPI enabled applications	Y	Y
Chat Messaging (including multiple recipients)	Y	Y
Call preview window with call control	Y	Y
Multi Language	Y	Y
Selectable skins	Y	Y
PC selectable ring tone	Y	Y
PC sound mute on call activity	Y	Y
Import and Export of dial configuration settings	Y	Y
Hot Desking	N	Y
Direct Dialling Inward	Y	Y
Security Policies	Y	Y
Events driven application launch	Y	Y
IP Cameras Integration	Y	Y
Waiting Message indication (PBX dependant)	Y	Y
MS Outlook calendar integration	Y	Y
Terminal & Citrix Servers	N	Y
Google Places	N	Y
Social Networking	N	Y

*Compatibility with Citrix requires Presence or Integrator upgrade

For more information regarding Xchange Microsoft Lync Gateway Integration please contact your Samsung Account Manager.

Samsung Xchange

The CTI application with a difference.

Database Integration Guide

Database Integration	Dial	Presence	Integrator	Operator	Version Supported
Act!	N	Y	Y	Y	2008-2011
Groupware	N	N	Y	Y	1.0-1.8
GoldMine	N	Y	Y	Y	5.5-8.5
LDAP	N	N	Y	Y	N/A
Lotus Notes	Y	Y	Y	Y	7-8.5
Maximiser	N	Y	Y	Y	9-11
Microsoft Access	N	Y	Y	Y	2000-2010 (not 64 bit)
Microsoft CRM	N	N	Y	Y	3-4
Microsoft Outlook	Y	Y	Y	Y	2000-2010 (not 64 bit)
Microsoft NAV	N	N	Y	Y	4-5
Enrio, Infabel, Search	N	Y	Y	Y	Enrio, Tel, Search, Infobel
Net Suite	N	N	Y	Y	11
Sage Peachtree	N	N	Y	Y	2012
Sage CRM	N	N	Y	Y	7
Sage 50	N	N	Y	Y	2008-2012
Sage Sales Logix	N	N	Y	Y	7.2-7.5
Sales Force	N	N	Y	Y	Enterprise
Sugar CRM	N	N	Y	Y	5.0-6.0
Super Office	N	N	Y	Y	6.1-7
vTiger	N	N	Y	Y	5, on demand
Zoho	N	N	Y	Y	4

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