

OfficeServ™ DataView Features

OfficeServ DataView comprises three components:

Data Collector

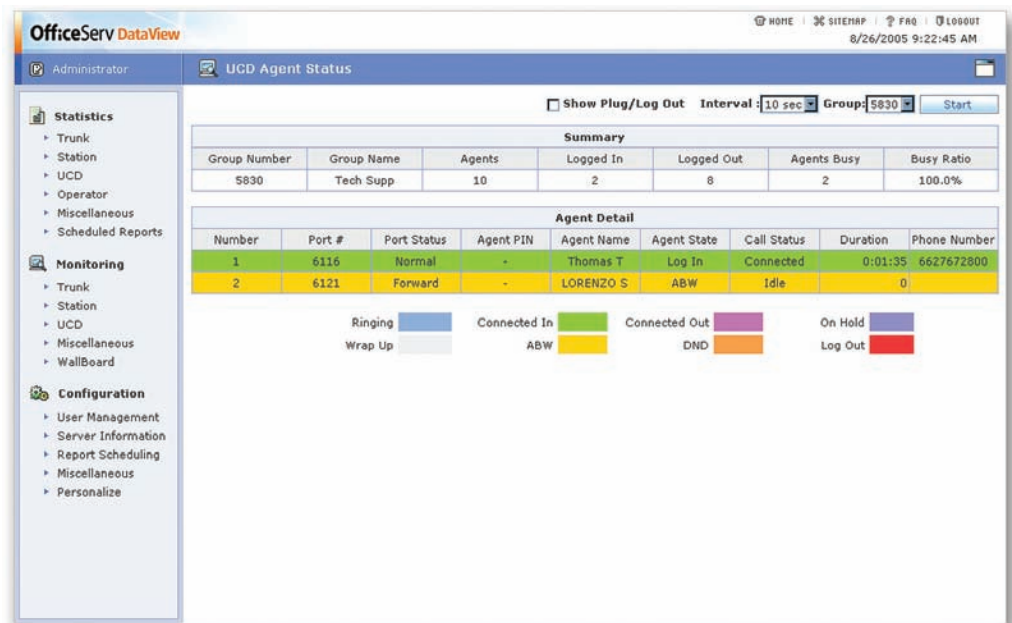
Collects and analyzes call events on the system

Data Manager

Calculates and saves statistics from collected data

Scheduler

Provides database and scheduled report management



The OfficeServ DataView application offers key features for greater functionality and cost-efficiency:

- ▶ System-wide On/Off License Model
- ▶ Data is stored in Microsoft® Access database or SQL server formats
- ▶ Built-in warning for Access database storage limits
- ▶ Database backup with reporting capabilities
- ▶ Web-based application designed specifically for Internet Explorer software
- ▶ User accounts with multiple permission levels provide data access
- ▶ 45 statistical reports track trunk, station, Voicemail (VM) and Automatic Attendant (AA) usage, as well as Uniform Call Distributor (UCD) and operator group statistics
- ▶ 14 live monitors track trunk, station, UCD, operator and VM/AA activity
- ▶ Report scheduling for daily, weekly or monthly statistics
- ▶ Up to 18 reports can be generated for each interval
- ▶ Configurable agent PC wallboard-type window displays up to 22 statistics using programmable alarm thresholds
- ▶ Any and all reports exported to Microsoft® Excel with one click
- ▶ Abandoned Call List displays details of each lost call
- ▶ Station and trunk port statistics list all calls to or from specific station or trunk, including detailed call information
- ▶ Multilingual support per user account - English, Korean, German and Italian

*OfficeServ Link is required for OfficeServ applications connected to the Samsung OfficeServ elite line of business communication systems.

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