

OfficeServ Voice Messaging

OfficeServ Application

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Cost Effective Messaging Solutions from Samsung

The OfficeServ Voice Messaging family (OSVM) offer a powerful choice of messaging solutions that are not only cost effective but can also deliver the benefits of voicemail and call processing to any working environment.

The OfficeServ Voice Messaging is embedded into the OS7030, OS7100, OS7200 Lite and provided on OS7200 and OS 7400 as an optional module (OSVMi-20), Providing 1 to 20 ports of voice messaging for the range of Samsung Communication systems.



Personalised Voice Messaging

The OSVM offers advanced call facilities to ensure your employees get the most from the system. Users can record their own personal greetings, forward messages to other colleagues and even record conversations, ideal for more sensitive discussions or personal reminders.

The OSVM is easy to use for all employees with the aid of navigation prompts from either voice instructions or the screen prompts on a keyphone LCD screen, allowing all users to reap the benefits of streamlined office messaging the first time they pick up the phone.

The OSVM can then alert users to new messages via a message waiting lamp or the LCD screen of their digital keyphone with the user able to identify the date and time each message has been recorded.

Auto Attendant – your 24 Hour Receptionist

With the OSVM you can be sure that incoming calls are never kept waiting to be answered. The Auto Attendant can answer multiple calls simultaneously, even giving each call an individual greeting. Auto Attendant can in effect create a simple contact centre structure within your organisation, allowing you to route calls for individual extensions or departments as the caller makes their selection.

External callers are prompted by the Auto Attendant to dial for direct connection to the correct person without the need for the receptionist to handle the call. However if no extension number is dialled within the specified time, the call will be automatically connected to the receptionist or another specified extension.

The OSVM Auto Attendant can also be customised for up to 99 time periods for each day of the year to truly reflect the individual nature of your working patterns e.g. daytime, evening, weekends, holiday periods or extra-ordinary or emergency situations..



Be out of the office - but not out of reach

For busy people who are regularly away from their desk – either somewhere else on site or out of the office the OSVM can keep them in contact wherever they are. Calls can be programmed to transfer directly to an alternative destination such as a different extension in the system or to another office, home or mobile number so you're always in touch.

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OfficeServ Voicemail Overview

The OfficeServ Voicemail provides a cost effective call processing solution for busy working environments 24 hours a day, 7 days a week. Easy to use and manage, the OSVM can help your business reduce the number of missed or dropped calls, increase efficiency and improve the levels of customer service you provide.

Administrator reports also allow you to view how effectively your investment is being utilised. For example OSVM can report how many messages each user has taken, or how many times an individual Auto Attendant option is chosen.

The OSVMi8 solution offers all the facilities of the other OSVM family members plus a number of additional benefits. For more information on the OSVMi8 please refer to the separate OSVMi8 fact sheet.



Key Voicemail Features:

- Answer machine emulation
- Call Record
- Internal Reply and External Callback
- Group messaging
- Message redirection
- Date and time stamping
- Message notification methods
- Message waiting lamps
- Dial tone
- Keyphone LCD screen
- Playback control
- Pause
- Rewind
- Fast forward
- Save
- Delete
- Administrator Usage Reports

Key Auto Attendant Features:

- Single digit dialing and destination access
- Customisable for different time periods
- Operator assistance always available
- Playback control
- Pause
- Rewind
- Fast forward
- Save
- Delete
- Administrator Usage Reports
- Easy-to-programme menu
- Administrator Usage Reports

* 5 hour recording time requires the purchase of additional flash memory. Disclaimer: For further information please contact your chosen vendor.

Key Feature	OS7030	OS7100	OS7200S	OS7200 (SVMi-20)	OS7400 (SVMi-20)
Max Ports	4	4	6	20	20
Max Recording Time	11	60	50	140	140
Fax Redirect	√	√	√	√	√
Fax Mailbox	x	x	x	√	√
VM to Email	√	√	√	√	√
Fax to Email	x	x	x	√	√
Max Number of Mailboxes	256	256	256	30,000	30,000

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