



MIDSHIRE
technology for your office

We make it our business,
to make office technology work
for your organisation.

Samsung Phone Systems

www.midshire.co.uk

State of the art and future-proof, Samsung phone systems will meet your needs today and in the future, as your business evolves and grows.

With unrivalled strength in technology, mobile telephony and networks, we are ideally placed to address the challenges and opportunities presented by convergence of voice, data, video, fixed and mobile capabilities.



The Samsung softphone solution delivers the same feature rich communications to your PC or laptop computer, as a fixed phone on your desk.



Our OfficeServ range is designed to deliver advanced voice, data and wireless communications in a single IP platform.

So whether you are a small office, a head office or a branch of a larger organisation, Midshire become the heart of your communication network.

- Simple and easy to use
- Enhanced feature set
- Free calls to and from your office
- Allows for a flexible work ethic
- User customisation

OfficeServ

PBX telephony can make your business more efficient, collaborative and agile, enhancing productivity and communications among employees on and off site, while helping to reduce costs.

When your business is ready to grow, simply add more phones and connect to the world of opportunity.

Features

Cost Control

- Install and manage remote sites
- Centralised cost tracking, security alerts and department billing

Flexibility and Scalability

- Deployment and combination of IP, digital or analogue connectivity throughout your operation to suit different requirements
- Scalability between systems

Multi-Sites

- Business applications across all sites, reducing costs
- Enables operators and supervisors to monitor and assist a dispersed virtual team, improving productivity

Security and Resilience

- IP handsets can register up to 3 back up failover systems
- Systems can restrict connections to only known registered handsets



Handsets

IP Handsets

Samsung IP phones can make your business more efficient, collaborative and agile. With award winning designs, plug and play simplicity and enhanced security Samsung phone systems can increase productivity for your business.



Plug your IP handset straight into the network and begin talking without the need for engineers or installation costs.



Robust security features with speech encryption and IP address technology.



Digital Handsets

Stylish and easy to use, each handset is designed to maximise the benefits of the system functionality.

LCD screens to display call information, easy to navigate buttons in order to take advantage of features and functionalities.



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Visit our website: www.midshire.co.uk

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Samsung Xchange

Connect your telephone to your office computer, making it more productive. Simple point and click functionality improves efficiency with the ability to manage call levels.

With our latest Operator Console, your reception staff become more than just call handlers, they become your sales and customer service operators.

Xchange Mobile allows your mobile phone to connect to the Samsung Xchange Server providing both dialling and collaborative features.

Call Reporting

Manage, analyse and control communications with Midshire call reporting. This comprehensive, easy to use software gives you the ability to measure results in a very short space of time.

Identify unanswered calls

Verify call costs

Combat telecommunications fraud

Optimise staffing levels and efficiency

Control communication capacity and traffic flow

Deliver organisational, extension and client billing



CRM Integration

In addition to CRM integration and call previewing, Samsung Xchange provides a range of features including:

- Call control from your PC
- Internal contact manager
- Call history
- Dial from anywhere
- See the status of your colleagues

The screenshot shows the 'Call Recordings' interface with various filters and a table of call records. The table includes columns for Date, Time, Extension, User, Number/CLI, DID, Channeled, Duration, and Call TAG. The data is as follows:

Date	Time	Extension	User	Number/CLI	DID	Channeled	Duration	Call TAG
13 Nov 2014	18:02	2016	Sam	07790950699		7019	00:01:04	
13 Nov 2014	17:59	2016	Sam	01789206152	249110	7015	00:02:44	Account2020
13 Nov 2014	17:58	2024	Ashley	07902098089	249110	7014	00:01:42	
13 Nov 2014	17:58	2012	Kevleigh	0798666257	249110	7012	00:01:25	
13 Nov 2014	17:56	2012	Kevleigh	0793670718		7020	00:01:07	
13 Nov 2014	17:55	2010	Jane	07930505636		7019	00:01:16	
13 Nov 2014	17:54	2021	Dean	07956669430	249110	7011	00:01:59	
13 Nov 2014	17:54			07712667337	249123	7008	00:00:26	
13 Nov 2014	17:53	2015	Jane	07983549160	249110	7009	00:02:04	
13 Nov 2014	17:51	2016	Sam	07946589784		7018	00:00:20	

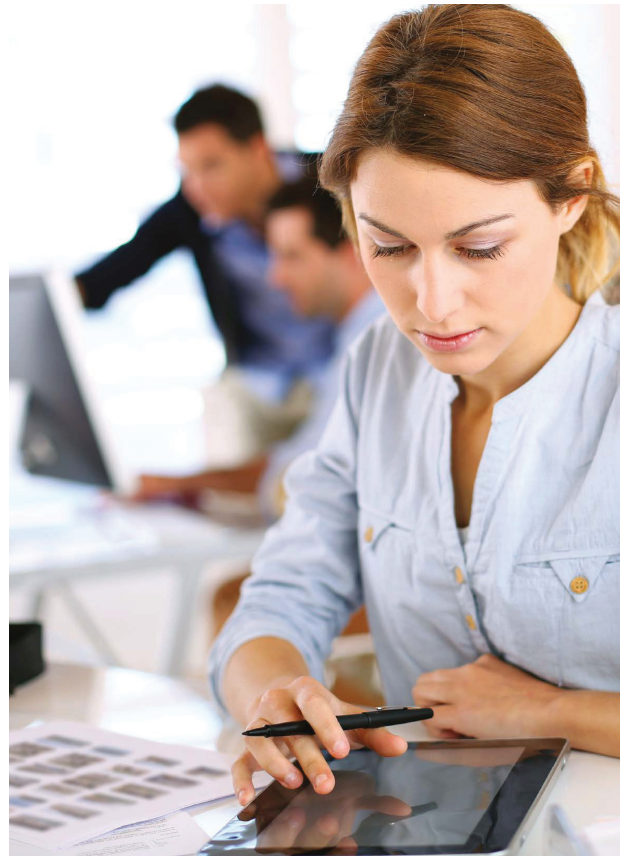
Samsung Operator

Professional Call Control

With the simplicity of point and click, Samsung Operaor replaces traditional handset to offer each operator effective call handling and functionality, improving their day to day activities.

Benefits:

- Simple point and click functionality improving efficiency
- Efficient call handling improves customer service, helping you to retain your customers
- Flexible - able to manage varying call levels
- Ability to see WHO is calling and WHY using CRM systems and Google Places Tagging



Simple and Intuitive

Operators can also be provided with the authority to control the status of each extension within the system. The ability to control users call options, set forward and place Do Not Disturb notices allows everyone to utilise the power of Samsung Operator.



Midshire are a Samsung Platinum Business Partner.

Reaching the top level
of recognition based
on technical expertise
and having met
all of the criteria set
by Samsung





THE MIDSHIRE GROUP OF COMPANIES

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- **Midshire Telecom:** Midshire House, Doranda Way, West Bromwich, West Midlands B71 4LT
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