

SVMi-8

– advanced voicemail and call processing

The Samsung SVMi-8 is a powerful communications tool that cost-effectively delivers the benefits of voicemail and call processing to any working environment.

Designed specifically to integrate and utilise the intelligence of the OfficeServ and iDCS communications systems, the SVMi-8 can be intuitively programmed to provide your organisation with an efficient call handling system that increases efficiency, saves money and optimises the level of response provided to incoming callers.

Personalised Voicemail

The Samsung SVMi-8 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 Samsung SVMi-8 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 SVMi-8 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 SVMi-8 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 groups as necessary.

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 dialed within a specified time the call will be automatically connected to the receptionist, or another specified extension.

The SVMi-8 Auto Attendant can also be customised for up to 99 time periods to truly reflect the individual nature of your working patterns e.g. daytime, evening, weekends, lunch and holiday periods.



Networking Features across Sites

As the SVMi-8 integrates with the Samsung range of networkable solutions it can also be added to an established multi-site network** from one central site. This then allows all users across the network to benefit from SVMi-8 advanced functionality for a more cost-effective solution to multi-site call processing.

Samsung SVMi-8 Overview

The Samsung SVMi-8 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 SVMi-8 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 utilized. For example SVMi-8 can report how many messages each user has taken, or how many times an individual Auto Attendant option is chosen.

The Samsung SVMi-8 is available in configurations of up to 8 ports, with over 1000 mailboxes and 190 hours of recording time. Connecting easily to the Samsung range of communication systems the SVMi-8 is simple to administer, with user groups and system settings all added, removed or modified through a simple PC interface.



Key Voicemail Features

- Personal ID and security code
- Answer machine emulation
- Remote access
- 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
- Call queuing
- Call screening
- Easy-to-programme menu
- Administrator Usage Reports

** SVMi-8 is only available for the OfficeServ and iDCS Systems.*

*** Networking subject to product specification, please contact your chosen vendor for more information*

For further information please contact your chosen vendor.

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