



# samwin attendant console

Seamless engagement from the first touch with the caller at the centre of attention

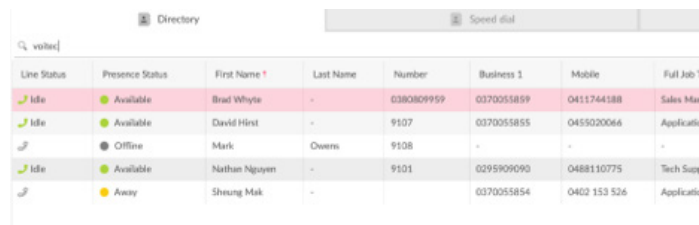
## Quick, Efficient Call Routing

Focusing on enhance communications and the customer experience, samwin attendant enables friendly, quick and accurate call handling. With information at the operator/ attendant's fingertips, samwin provides clearly presented information and ease of access enable the user to interact in a highly professional manner.

## Flexible Working

Every company is unique and needs their communication tools to fit within the company's technology suite to help engage and delivery high levels of customer service, to provide the right customer experience.

samwin supports flexible working with a customisable web interface. In addition, analytics, live dashboards and



Line Status	Presence Status	First Name	Last Name	Number	Business 1	Mobile	Full Job T
Idle	Available	Brad Whyte	-	0380809959	0370055859	0411744188	Sales Man
Idle	Available	David Hirst	-	9107	0370055855	0455020066	Applicatio
Idle	Offline	Mark	Owens	9108	-	-	-
Idle	Available	Nathan Nguyen	-	9101	0295909090	0488110775	Tech Supp
Idle	Away	Shung Mak	-	-	0370055854	0402 153 526	Applicatio

Displaying a search in the global directory (searched on VOITEC) showing users Microsoft Teams Presence status

reporting tools are provided to the team leader, as well as training tools such as live monitoring and coaching.

The power of samwin is its flexible integration with other platforms. samwin uses industry standard WebRTC and SIP protocols to allow it to function with multiple PBX vendors at the same time to assist with a smoother transition to Microsoft Teams or Cisco Webex Calling Unified Communications platforms.

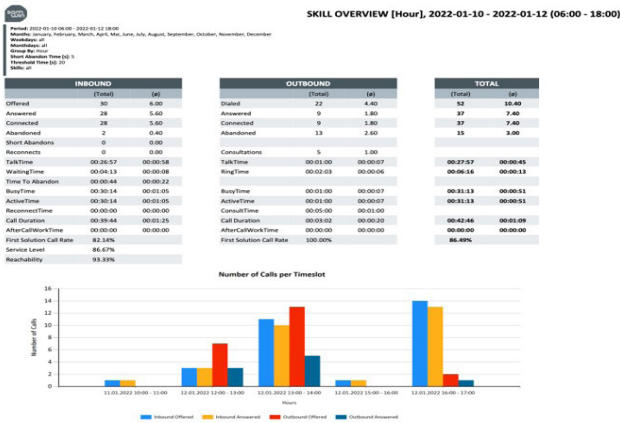
## Microsoft Teams Integration

samwin complements the Microsoft Teams environment with an integrated attendant/reception solution. Mapping the presence of the contacts and enabling a full integration into the world of Microsoft Teams. The connection and integration of the Microsoft Graph API enables an uncomplicated and future-proof solution. Staged migrations from legacy platforms are fully supported.

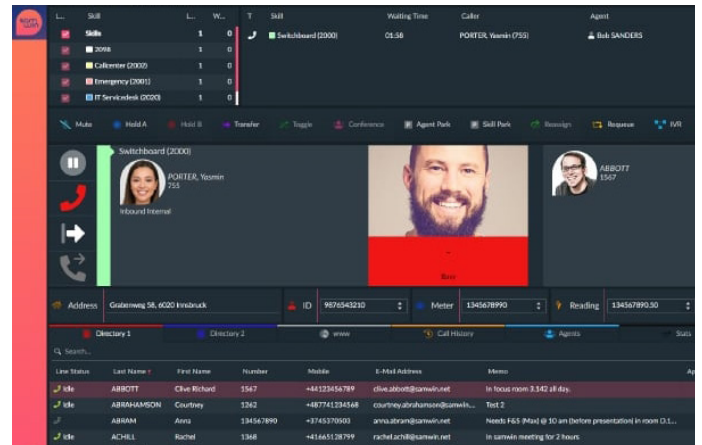
samwin closes the gap between innovation and experience. With the integration of attendant/operator features into the world of Microsoft Teams, every installation becomes a fully comprehensive communication solution that covers all of the requirements of a business and users.



attendant



samwin reporting: Showing an example of a queue (skill) overview report



samwin attendant: operator interface

## Key Features

- Presence integration into Microsoft Teams
- Presence integration into Webex Calling
- Integration with on premises Cisco Unified Communications Manager (CUCM)
- Calendar information presented from Microsoft Office 365
- Integrations into CRM, such as Salesforce and Microsoft Dynamics, or other customer databases
- Integration into multiple directory sources – Azure active directory, on premises active directory, SQL and other bespoke truth sources
- Web Based client user interface with flexible layout options for different user requirements
- Fully functioning, fast and accurate call handling, all without the requirement for the user to 'jump' between the Microsoft Teams or Webex client application and the samwin user interface
- Call control with answering, transfer, park, hold, place calls for call distribution
- Power search, transfer advisor, announcement management, email notification
- Overflow, night mode, user management and reporting
- Full set of reporting statistics and dashboards

## Voitec

Voitec is the distributor for samwin in the ANZ region, proving full in region pre-sales and ongoing support to our customers and partners.

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