LET`S TALK

MADE FOR COMMUNICATION

SHORT DESCRIPTION

Samwin 8 is the best and most versatile contact centre solution in the entire samwin history. It combines telephone services and innovation in a concept like never before. Variability and design open up a world of new possibilities.

One interface & 1,000 user possibilities

The user benefits from an interface which has established itself and has already been adopted by thousands of users. The functions provided for the users are tailored to their processes, and supply all the current and required information at a glance. The agent can therefore concentrate fully and completely on the caller's issue.

CROSSING BOUNDARIES

Samwin 8 crosses the last boundaries between the traditional requirements of attendant console and contact centre solutions.

Expertise meets technology

In samwin 8, over 25 years of experience in user-interaction, performance and functionality meet the newest developer expertise and standards such as HTML 5 and SIP.

The user at the focus

Samwin 8 regards users as a central element, placing them at the focus of the observation. Clean processing and display of information as well as partially automated processes assist with the daily work.

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now we're talking

SAMWIN 8

SHOWROOM

INSIGHTS

An excellent server

The central server unit meets the latest requirements in terms of routing, reporting, user or case management. The manufacturer-neutral connection and the use of the latest Microsoft standards creates room for numerous extensions and special solutions. From standard requirements to complex scripts - the samwin server is the basis of each attendant console and contact centre solution. Thanks to the web-based and customisable interface, configuration and administration are a piece of cake.
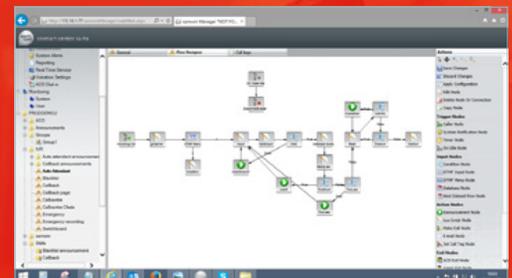
If required, the entire system can be designed redundantly.
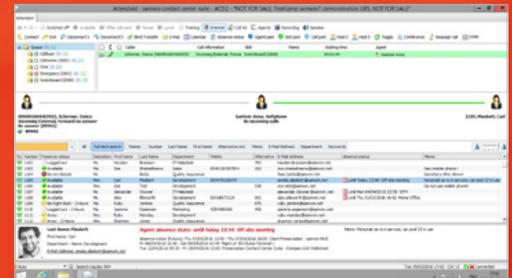
Attendant console interface as desktop client

HIGHLIGHTS

- Manufacturer-neutral
- Modular structure
- Web-based client
- Freely configurable interface
- Open user interfaces

- User-oriented interaction
- Multi-customer support
- CRM /ERP integration
- High scalability
- High availability

Callback (e.g.)

Graphic call flow designer

Manufacturer-neutral and open user interfaces

Samwin abstracts complex infrastructures and maps the processes professionally according to the customer's wishes. In this way, samwin can connect several SIP-based phone systems at once and integrate various 3rd party solutions for additional requirements (Microsoft Exchange, Active Directory, databases and much more). samwin thus facilitates migration scenarios as well as a later conversion to a new phone system.

Reporting & monitoring

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