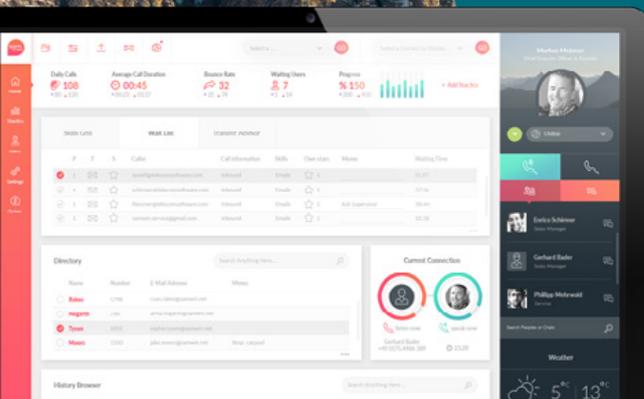# EXCHANGE IS IMPORTANT

SHORT DESCRIPTION

Telephone exchange is a central and particularly important area of each telephone service. Small and large companies set great store by a personal and professional reception of their callers. The exchange therefore plays a significant role.

The caller takes centre stage

A friendly, rapid and target-oriented exchange for incoming callers is the key issue of each exchange. The special architecture, the enormous scope of services and the innovative technology at samwin guarantee a professional interaction for the user. The samwin server here meets all the requirements in terms of distribution, overflow, night mode, user management and reporting.

FLEXIBLE
INTERFACE

The innovative web client leaves nothing to be desired. Contents can be selected freely and placed on the interface. Nothing stands in the way of efficient work.

Presence integration

Samwin exchange integrates many different presence sources and shows them clearly to the user. The sources include the calendar, phone status, time logging or messenger status.

Optimised interaction

The entire interface and the operations are designed for the process of call transfer. Unnecessary pop-ups are avoided here. The user benefits from over 25 years of the attendant console solution samwin.

telecommunication software gmbh, Grabenweg 58, 6020 Innsbruck, office@telecomsoftware.com
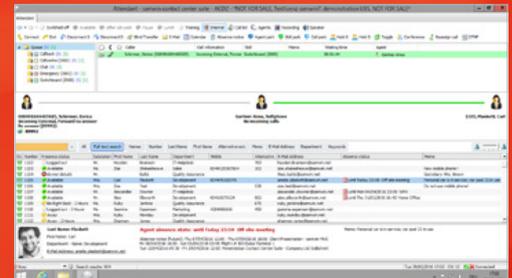**www.telecomsoftware.com**

now we're **talking**

EXCHANGE

Flexibility in the workplace

Each agent has his own requirements and processes. Samwin facilitates these with an interface which, if required, can be totally adapted for the user. This web-based workplace impresses with its free design and with its great range of functions.
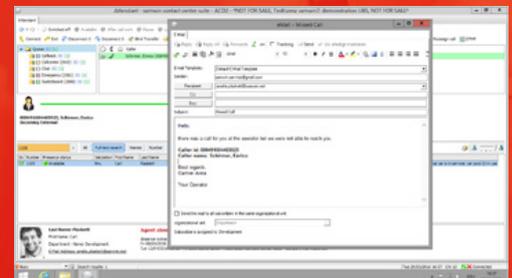
For all those who are used to the samwin desktop client, this is still available as an alternative. The samwin desktop is the right solution for users who want to abandon the desktop and focus on very high-performance processes.
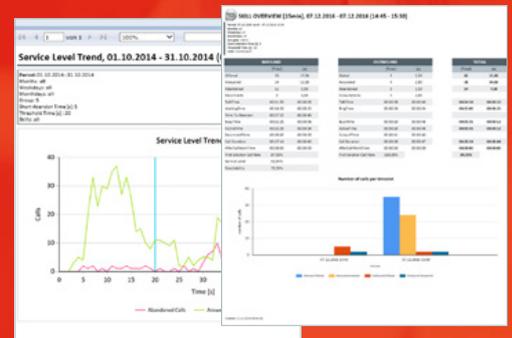

Attendant console interface as desktop client

Attendant console as web client

HIGHLIGHTS

- Manufacturer-neutral
- Transfer advisor
- Power search
- Calendar integration
- User-oriented integration
- Announcement management

- Data interface
- Extensive routing options
- Multi-customer support
- Email notifications
- Reporting & monitoring
- Threatening call logging

Callback email function

Future-proof and abstract

Samwin abstracts complex infrastructures and maps the exchange processes professionally according to the customer's wishes. In samwin, you can integrate external systems and start up smoothly across several locations and businesses. Thanks to its manufacturer-neutral connection via SIP, combined operations or migrations are not an issue, even in the future.

Reporting & analysis

now we're talking