

XCHANGE

Xchange is a powerful unified communication software suite giving users a high level of integration, communication and collaboration with their Samsung telephone phone system.

Strong integration with an extensive range of different CRM and business systems gives users information about callers quickly and efficiently significantly increasing productivity.

The Xchange product suite is not only cost effective but also very easy to maintain and install.

Go online now and try it free for 30 days from samsungxchange.com



Xchange Dial / Business

Xchange Dial / Business is the entry level version of Xchange and provides an extensive range of features at a very cost-effective price point. Features include call control, click-to-dial, call history, screen popping (Google Contacts, Outlook and IBM/Lotus Notes), real time presence and availability, instant messaging and custom events.

Xchange Dial Plus / Business Plus

Xchange Dial Plus / Business Plus is the mid-range license type and includes all the features of the Dial / Business license with enhanced call history, support for multiple extensions, citrix and terminal services support and integration with ACT!, Goldmine, Maximizer, Microsoft Access and National Directories.

Xchange Integrator

Xchange Integrator is the top-level license and includes all the features of the Dial Plus / Business Plus license as well as integration to a large range of Standard integrations.

Xchange Dial Plus / Business Plus and Xchange Integrator are also available for Mac computers.

Xchange Operator

Xchange Operator is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

- View all waiting calls and answer in any order*
- Use the wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- Set up personal extension tabs and configure Operator to present the tab when a call to a selected DID/DDI number is received
- Add custom greetings/scripts for multiple tenants

Xchange Operator supports all of the integrations supported by Xchange Integrator.

* dependent upon configuration of the telephone system

Xchange Mobile

Xchange Mobile is an Android client providing collaboration (presence, chat) and outbound calling features with other Xchange users.

- Call colleagues directly in the office even if they do not have a DID/DDI (Direct Dial Inward) number
- Take advantage of cheaper (or even free of charge) call rates
- Accessing the application's shared address book allows the mobile user to quickly access and call important external contacts without needing to store each number in the mobile phone contacts list
- Check status of colleagues before calling them
- Update colleagues of your availability from your mobile device

An iPhone variant is also available.

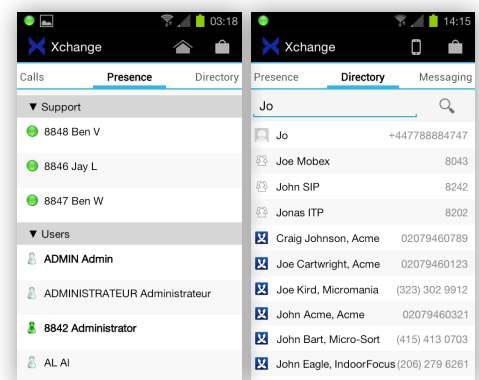
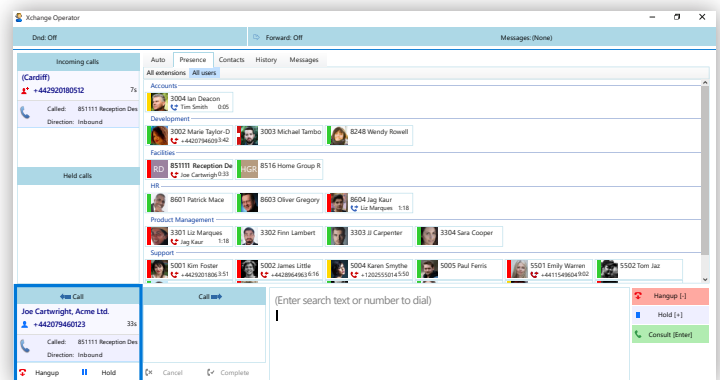
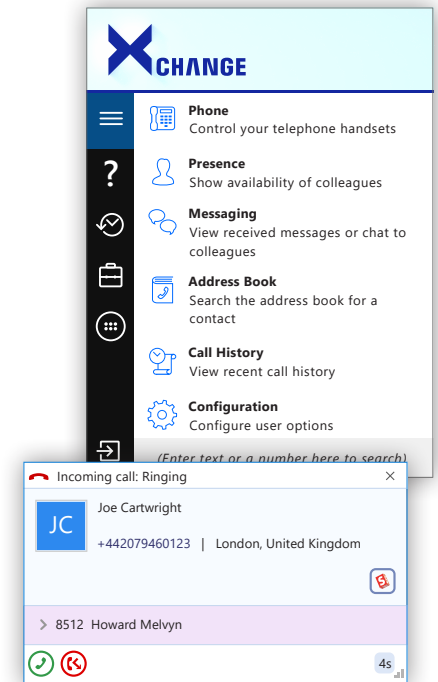
Xchange Softphone

Xchange Desktop can be licensed to include an integrated SIP softphone instantly turning a user's PC into a handset**.

Users can also easily switch*** between their desk set and the softphone, making this the ideal solution for travellers and homeworkers.

** Requires an Xchange Softphone license and a Samsung SIP license.

*** Requires Office Plus or higher license.

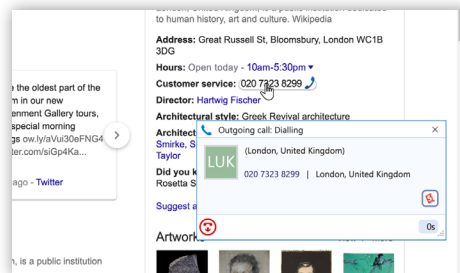


Click-to-dial

All PC license types of Xchange ship with an extensive range of click-to-dial features including:

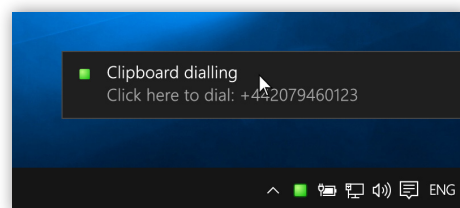
Web page dialing

Xchange supports two separate ways of dialing from web pages. Web pages can be scanned for valid telephone numbers and, when found, they are turned into hyperlinks to make dialing easy. Also, Xchange can be configured to provide dialling directly from many web-based business applications packages.



Clipboard dialing

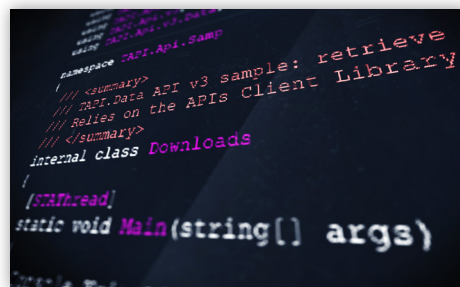
Each time you copy a valid telephone number to the clipboard, a windows notification will appear which, when clicked, will dial the number.



Bespoke dialing

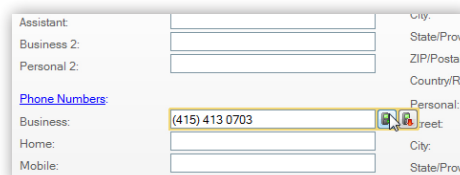
Xchange allows developers to add dialing support directly from their applications. Instructions are provided within the software.

Alternatively, Xchange can often be configured to work with existing applications to save any development work. See "Application dialing" for more details.



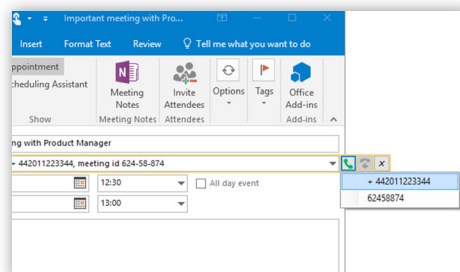
Application dialing

Xchange can be trained to recognize telephone number fields in the business application and present a button to dial the number.



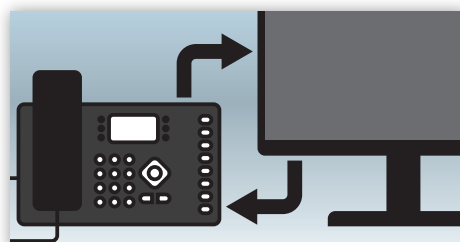
Focus dialing

Focus dialing will automatically detect fields that contain dial-able numbers and will present a click-to-dial option to the right of the field. If the application field contains more than one potential telephone number, a drop-down is displayed when you hover over the click-to-dial icon, allowing you to select which number to dial.



TAPI dialing

The Dial/Business, Dial Plus/Business Plus and Integrator clients also include a "dial only" TAPI driver enabling click-to-dial from TAPI compatible business applications. Note: if full TAPI compatibility is required, the standalone TAPI driver is required.



INTEGRATION INFORMATION

OPERATOR (PC)
 INTEGRATOR (MAC)
 DIAL PLUS/BUSINESS PLUS (PC)
 DIAL BUSINESS (PC)

Typical integration features* Types of integration

- Contact searching
- Contact popping
- Caller preview
- Activity logging**
- Click-to-dial

Integrations are divided into three types:

- Standard
- Controlled
- TAPI

* go to www.samsungxchange.com/crm-integrations/ to check supported features for each integration

** currently available with a limited range of business applications

Standard integrations

Standard integrations are available by default within Xchange and installation can be completed by the reseller / end user using the provided add-in guide where applicable. Standard integrations use open APIs or benefit from partner agreements with the application developer and it is expected that support for future release will be maintained.

Controlled integrations

Controlled integrations have typically been provided on a customer project basis and either a limited agreement or no agreement is maintained with the application developer and support for future versions might not be available. The integration add-in is not available by default within the Xchange client and must be enabled by the Xchange developer at the time of installation.

TAPI integrations

The method provides a TAPI driver that can connect to TAPI compliant*** application. With TAPI integration, the driver simply provides call information to the business application and it is the business application that provides the integration features.

Xchange also have partner arrangements with a number of Application developers providing integration using TAPI.

*** TAPI 2.0 and TAPI 2.1

Further information about all of the products in this brochure can be found at:

www.samsungxchange.com

Alternatively, contact your Samsung Reseller for more details.

STANDARD ADDINS	DIAL BUSINESS (PC)	DIAL PLUS/BUSINESS PLUS (PC)	INTEGRATOR (PC)	DIAL PLUS/BUSINESS PLUS (MAC)	INTEGRATOR (MAC)	OPERATOR (PC)
Access	x	✓	✓	x	x	✓
Access Profile	x	x	✓	x	x	✓
ACT!	x	x	✓	x	x	✓
Autotask PSA	x	x	✓	x	x	✓
Carerix	x	x	✓	x	x	✓
ConnectWise Manage	x	x	✓	x	x	✓
DATEV	x	x	✓	x	x	✓
Dezrez	x	x	✓	x	x	✓
Dynamics 365 Customer Engagement	x	x	✓	x	x	✓
Dynamics 365 For Sales	x	x	✓	x	x	✓
Dynamics CRM	x	x	✓	x	✓	✓
eGroupware	x	x	✓	x	x	✓
Envoy Taxi Dispatch System	x	x	✓	x	x	✓
Exact Online	x	x	✓	x	x	✓
Flexkids	x	x	✓	x	x	✓
GoldMine	x	x	✓	x	x	✓
Google Contacts	✓	✓	✓	✓	✓	✓
Hubspot	x	x	✓	x	x	✓
IBM Notes	✓	✓	✓	x	x	✓
LDAP	x	x	✓	x	x	✓
Logical Office	x	x	✓	x	x	✓
macOS Contacts	x	x	x	✓	✓	x
Maximizer	x	✓	✓	x	x	✓
Maximizer CRM Web Access	x	✓	✓	x	x	✓
MobileMax	x	x	✓	x	x	✓
NetSuite CRM	x	x	✓	x	x	✓
ODBC	x	x	✓	x	x	✓
OnContact CRM	x	x	✓	x	x	✓
Outlook	✓	✓	✓	x	x	✓
Outlook Web Access (OWA)	x	x	✓	x	x	✓
PCHomes	x	x	✓	x	x	✓
Perfectview Online CRM	x	x	✓	x	x	✓
PVCRM	x	x	✓	x	x	✓
Rezi	x	x	✓	x	x	✓
RPM	x	x	✓	x	x	✓
Sage 50c	x	x	✓	x	x	✓
Sage 200 with Sage CRM module	x	x	✓	x	x	✓
Sage CRM 2018 R3	x	x	✓	x	x	✓
Sage SalesLogix	x	x	✓	x	x	✓
Salesforce	x	x	✓	x	✓	✓
Salesforce Service Cloud	x	x	✓	x	x	✓
SalesLogix	x	x	✓	x	x	✓
SIS	x	x	✓	x	x	✓
SugarCRM	x	x	✓	x	x	✓
SuperOffice CRM	x	x	✓	x	x	✓
SuperOffice Online Cloud	x	x	✓	x	x	✓
TeamLeader	x	x	✓	x	x	✓
TechMan	x	x	✓	x	x	✓
tel.search.ch	✓	✓	✓	x	x	✓
Thinkka SAM	x	x	✓	x	x	✓
TITAN	x	x	✓	x	x	✓
vTiger CRM	x	x	✓	x	x	✓
webCRM	x	x	✓	x	x	✓
WinSIMS	x	x	✓	x	x	✓
Workbooks	x	x	✓	x	x	✓
Zendesk	x	x	✓	x	x	✓
Zoho CRM	x	x	✓	x	✓	✓
Zoho PhoneBridge (CRM/Desk)	x	x	✓	x	x	✓

MINIMUM SPECIFICATIONS SUPP. PLATFORMS SUPP. PBX5

Xchange (PC)	<ul style="list-style-type: none"> • 1.8 GHz Pentium-class processor • SVGA display • 2GB Memory • 1GB free hard drive space • Network adapter connected to TCP/IP network • Keyboard and mouse 	32-bit & 64-bit: • Windows 10 (desktop mode)	<ul style="list-style-type: none"> • OfficeServ • SCM Express • SCM Compact
Xchange Operator (PC)	<ul style="list-style-type: none"> • Mac with an Intel processor • SVGA display • 1GB Memory • 1GB free hard drive space • Network adapter connected to TCP/IP network • Keyboard and mouse 		
Xchange (Mac)	OSX Versions: • 10.8 Mountain Lion • 10.9 Mavericks • 10.10 Yosemite • 10.11 El Capitan • 10.12 Sierra		

All information in this brochure is correct at time of going to press

A full list of supported applications can be found at www.samsungxchange.com. Other databases can be supported on a custom basis. Please contact Mondago or your local Samsung representative for further information.