



# XCHANGE

for SAMSUNG

## *Maximize your productivity by including Desktop and Mobile integration with your Samsung phone system*



*Bringing your  
customers and your  
business systems  
together with  
**Xchange for  
Samsung***



**Xchange for Samsung** is a powerful unified communication software suite which allows users a high level of integration, communication and collaboration by connecting their Samsung OfficeServ phone system and their internal business systems.

Xchange solutions allow for Samsung users to work more collaboratively and collectively - always having the caller information they need quickly and efficiently. The Xchange product suite is not only cost effective, but also very easy to maintain and even easier to install.

The Xchange suite consists of a variety of different clients; **Xchange Dial, Dial Plus, Integrator, Operator, Mobile and Xchange Lync Gateway**, allowing users to get the maximum benefit depending on their specific requirements.

A Macintosh version of Dial Plus and Integrator are also available.

### ***Xchange for Samsung delivers:***

- ✓ Application Dialing
- ✓ Web Page Dialing
- ✓ Clipboard Dialing
- ✓ Screen Popping
- ✓ Instant Messaging
- ✓ Desktop Call Control
- ✓ Call History
- ✓ Real-time Presence
- ✓ iOS and Android Clients
- ✓ Multi-site Presence
- ✓ Operator Console
- ... and more

## The Xchange Product Suite

### Xchange Dial

Xchange Dial is the base platform for any Samsung OfficeServ system. Dial provides functionality to increase every employee's productivity with powerful features like dialing from CRM and database systems, dialing from Web pages and the Clipboard, a shared Address Book, Call History, Real-time Presence, Instant Messaging and Screen Pop from Microsoft Outlook and Lotus Notes. For instance, the caller's phone number and other relevant data can be shown on screen even before the call is answered.

### Xchange Dial Plus

Adding Xchange Dial Plus licenses on top of the base Dial system adds additional screen-pop capabilities for the three most popular Contact Management systems; ACT!, GoldMine and Maximizer, as well as Microsoft Access applications.

### Xchange Integrator

For integration to all of those included in Dial Plus as well as a larger list of powerful CRM and database systems, Integrator licenses can be added for users needing caller preview and screen-pop with applications like Salesforce, Microsoft Dynamics CRM, Sugar CRM and a large list of other business systems.

### Xchange Operator

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

### Xchange Mobile

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

### Xchange Multi-Site

For customers who have Samsung telephone systems at multiple sites, Xchange Multi-Site allows users to operate from a single server, providing enterprise-wide presence and messaging.

### Xchange Gateway

The Xchange Gateway connects your Samsung telephone system to a Microsoft® Lync server enabling a user's Lync client to monitor and control a Samsung handset.

## Xchange Application Integration

Xchange for Samsung is a powerful business productivity CTI tool that allows businesses to benefit by providing an easy and affordable way to link their CRM database application\* with their Samsung business telephone system.

Application Integrations	Dial	Dial Plus	Integrator	Supported Versions
ACT!	✗	✓	✓	2008 - 2013
ConnectWise	✗	✗	✓	1.6
eGroupware	✗	✗	✓	1.0 - 1.8
GoldMine	✗	✓	✓	5.5 - 9.2
LDAP	✗	✗	✓	N/A
Lotus Notes	✓	✓	✓	7 - 8.5
Maximizer	✗	✓	✓	9 - 12
Microsoft Access	✗	✓	✓	2000 - 2010
Microsoft Dynamics CRM	✗	✗	✓	3, 4 & 2011
Microsoft Dynamics NAV	✗	✗	✓	4 - 5
Microsoft Outlook 32bit	✓	✓	✓	2000 - 2013
Microsoft Outlook 64bit	✓	✓	✓	2010 - 2013
NetSuite	✗	✗	✓	11
Sage 50 US (Peachtree Accounting)	✗	✗	✓	2012
Sage CRM	✗	✗	✓	7
SalesLogix	✗	✗	✓	7.2 - 7.5
Salesforce	✗	✗	✓	Enterprise
Sugar CRM	✗	✗	✓	5.0 - 6.0
SuperOffice	✗	✗	✓	6.1 - 7
vtiger	✗	✗	✓	5, On Demand
Zoho CRM	✗	✗	✓	4

\* PC Client only. Check with Mondago for integrations supported by other Xchange clients

**Please note:** A full list of supported applications can be found at [www.XchangeForSamsung.com](http://www.XchangeForSamsung.com). Other databases may be supported on a custom project basis. Please contact Mondago for further information.



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