



Multi-site Installations

There are two ways to build a Samsung CMS multi-site installation:

1. Each site has its own call reporting license with the ability to view its own call analytics. Data is centralized at the main site (HQ), where call metrics can be viewed for individual sites or for the entire company. *If call recording is required this option is mandatory.*
2. Alternatively call reporting is made available only at the main site (HQ) but call data is gathered from multiple business sites.

Option 1

In our example the company has 4 sites (1 main site/HQ and 3 remote sites) with:

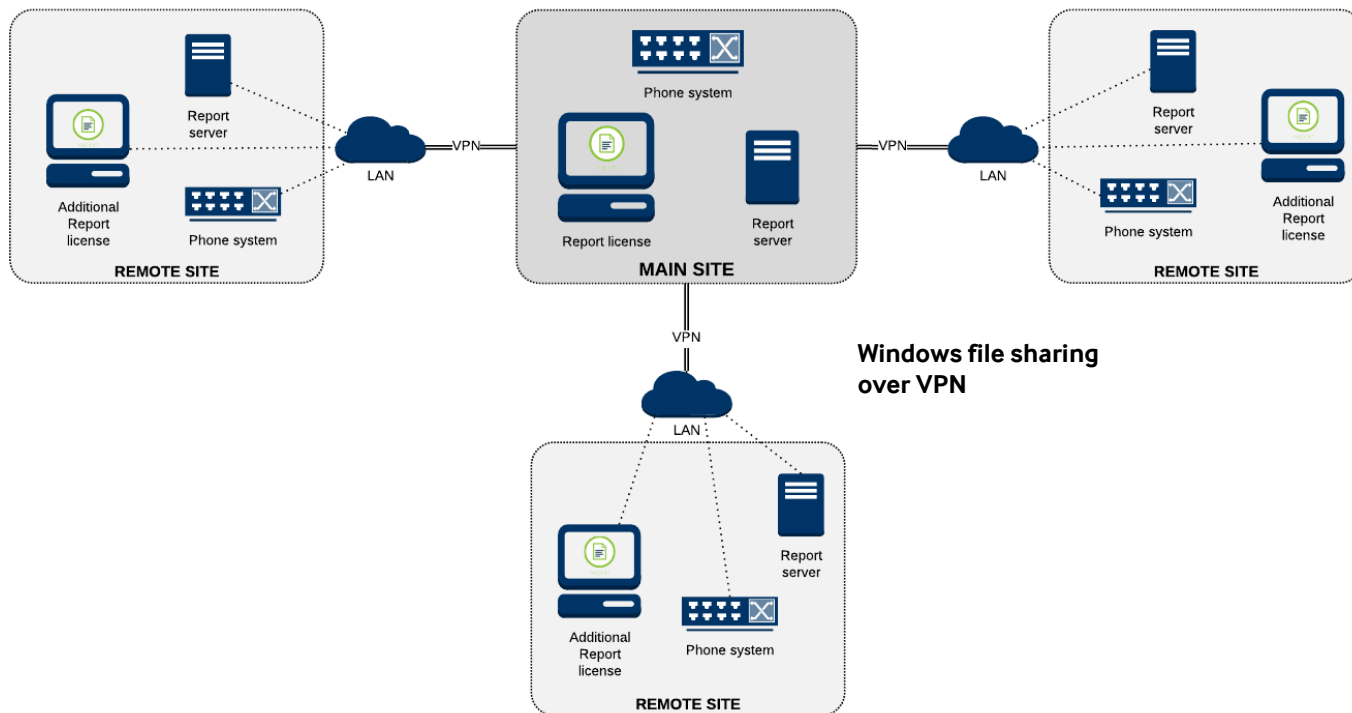
- OfficeServ 7200 at each remote site
- OfficeServ 7400 at the Head Office

The customer requires:

- Centralized call reporting across all 4 sites
- Local site reporting

The product licenses required for this option are:

- 4x Report - NES-S100-IC03
- If there are more sites the company would need Additional Report licenses - NES-S100-IC04





SamsungCMS

call management suite

Option 2

In our example the company has 4 sites (1 main site/HQ and 3 remote sites) with:

- OfficeServ 7200 at each remote site
- OfficeServ 7400 at the Head Office

The customer requires:

- Centralized call reporting across all 4 sites
- Main site reporting only
- No call recording

The product licenses required for this option are:

- 1x Report - NES-S100-IC03
- 3x Multi-site (for the remote sites) - NES-S100-IC05
- ?x Additional Report licenses at HQ - NES-S100-IC04
- If no local VPN / Port Forwarding is available then add a Data Collection Unit at each remote site.

