

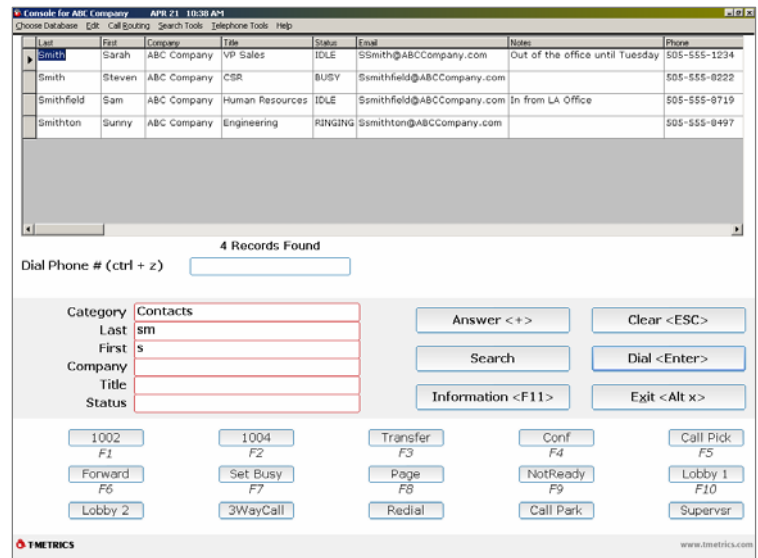
PhoneGroups™ CTIA Operator Attendant Console

“Improve Customer Service”

The PhoneGroups™ CTIA Console allows operators using a Nortel 3900-series telephone to assist callers more quickly with an even higher level of customer service. The Console automates the steps the operator regularly performs, lessening the time and effort needed to perform routine operations.

The available features include: quick name look-ups; various search options of multiple databases for callers who can provide only minimal details about the person he/she is trying to reach; the Information Directory; and call reports. The TAP Box allows recording of calls and pre-recorded standard greetings to deliver consistent and professional first impressions to callers.

The Information Directory can also be incorporated into the PC interface to further increase productivity and decrease response time.



CTIA Console Screen
 Uncluttered, well-defined screen layout
 makes the Console easy to use

CTIA Operator Attendant Console Benefits

- Faster call-handling time – calls reach their destination quicker and with more accuracy
- Improved customer service
- Intuitive keyboard layout simplifies training process and speeds operator’s call-handling time
- TAP Box connects directly to customer’s 3900-series phone – no new wiring needed
- Nortel Meridian options 11 to 81C and CS 1000 compatible – easy to configure and install
- Easy and quick for anyone to learn

CTIA Operator Attendant Console Features

- PC-based interface designed with our customers in mind
- Networked Console System
- Custom networked database(s) combined into one resource, providing uniform interface
- Call handling and automation of common functions, such as answering, transferring and dialing, can be quickly performed using either the keyboard or mouse, whichever our customers prefer
- “Hot key” functions are easy to use and speed up call processing
- Easily accessed Information Directory provides operator with additional data for callers
- Nortel phone continues to function if PC loses power
- Quick one- or two-step call transfers and set-up of conference calls
- Pre-recorded greeting in operator’s voice to deliver consistent and professional first impressions to callers (*required T-Metrics-provided TAP Box*)
- Full-time recording of calls for quality control that can be reviewed at a later time (*required T-Metrics-provided TAP Box*)
- Feature-rich Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function
- Training Wizard makes Console quick and easy to learn and provides self-training for new operators
- *Optional* IP BLF server allows operator to monitor hundreds of additional BLF keys.
- *Optional* Supervisor Monitoring Position provides monitoring of operators (*NOTE: requires a TAP Box at each operator position*).

Database Information

- Data can originate in almost any format
- Organization’s existing data can be enhanced for more efficient operator use
- Fields displayed are only the ones needed by operator
- Data can reside on a server “down the hall” or “halfway around the world”
- Separate locations, using separate dialing plans, can use the same data
- Automated nightly updates can be set up from source data

PC Requirements

- IBM PC-compatible
- Windows XP
- 2.0 GHz processor
- Standard serial port
- 50 MB of available hard-disk space (add 5 MB for each additional 10,000 records)

- Full size 101/104 keyboard with number pad
- Two USB ports
- 512 MB of RAM
- CD-ROM drive (or access to one over a LAN)
- Network access (for multiple consoles and/or relying upon data elsewhere)
- Display settings higher than 256 colors

Telephone Requirements

- Nortel Meridian 1 PBX or CS 1000
- A *working* Nortel Meridian 3900- series phone with CTIA Snap-in Accessory

- Call Transfer
- Standard switch features provide optimal functionality, such as: Short Hunt; Direct Station Select / Busy Lamp Field

CTIA Operator Attendant Console Screen Highlights

Information Directory provides additional data in easy-to-read list format

Caller ID and Call Reason Display

Intuitive keyboard orientation

Ring counter

Time on hold

Console for ABC Company APR 21 10:49 AM
File Database Edit Call Routing Search Tools Telephone Tools Help

T-METRICS

Dial Phone # (ctrl + z) Betsi 6780

Category: Contacts
Last:
First:
Company:
Title:
Status:

Buttons: Answer <+>, Clear <ESC>, Search, Information <F11>, Exit <Alt x>

Buttons: Ring2 1002 F1, 20.0, 1004 F2, Transfer F3, Conf F4, Call Pick F5, Forward F6, Set Busy F7, Page F8, NotReady F9, Lobby 1 F10, Lobby 2, 3WayCall, Redial, Call Park, Supervsr

T-METRICS www.tmetrics.com

Incoming Call Screen

Search results – use arrow key to select correct name

Search parameters – minimal information needed

Time on call

Console for ABC Company APR 21 10:46 AM
Choose Database Edit Call Routing Search Tools Telephone Tools Help

Last	First	Company	Title	Status	Email	Notes	Phone
Smith	Sarah	ABC Company	VP Sales	IDLE	SSmith@ABCCompany.com	Out of the office until Tuesday	505-555-1234
Smith	Steven	ABC Company	CSR	BUSY	Ssmithfield@ABCCompany.com		505-555-8222
Smithfield	Sam	ABC Company	Human Resources	IDLE	Ssmithfield@ABCCompany.com	In from LA Office	505-555-8719
Smithton	Sunny	ABC Company	Engineering	RINGING	Ssmithton@ABCCompany.com		505-555-8497

4 Records Found

Dial Phone # (ctrl + z) 99806212037

Category: Contacts
Last: sm
First: s
Company:
Title:
Status:

Buttons: Hangup <->, Clear <ESC>, Search, Transfer <Enter>, Exit <Alt x>

Buttons: 19.0, 1002 F1, 1004 F2, Transfer F3, Conf F4, Call Pick F5, Forward F6, Set Busy F7, Page F8, NotReady F9, Lobby 1 F10, Lobby 2, 3WayCall, Redial, Call Park, Supervsr

T-METRICS www.tmetrics.com

Ready to transfer with a press of the <Enter> key

After a Call Is Answered & Search

CTIA Operator Attendant Console Components

Because T-Metrics provides both the hardware and software, our customers are guaranteed a single source for immediate solutions to all their needs.



CTIA Console HASP® Key

TAP Box for Operator Greetings and Call Recordings

Plus PhoneGroups™ software, direct-connect headset, manuals and all necessary cables



TAP Front View



TAP Rear View

Available Service and Support

- Turnkey on-site installations of T-Metrics products
- Design and implementation of database import
- Database update automation set-up
- On-site operator, supervisor and key person training
- Annual Software Subscription Service (SSS) providing unlimited access to the T-Metrics support team during normal business hours, software updates, extension of hardware warranty and ongoing operator training via the Web
- Annual Extended-Hours Software Subscription Service option that provides additional hours to talk with the support team, changes to existing Console database(s) and a 24/7 emergency number for T-Metrics-defined emergencies

About T-Metrics

Since 1989, T-Metrics, a Nortel Developer Partner, has been a leading provider of high quality, innovative products and services for the telecommunications industry. Our worldwide customer base, in both public and private sector organizations, covers a range of applications from single product installations to call center operator services.

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