



## TM-2000 Multi-Purpose ACD Platform

The **TM-2000 Multi-Purpose ACD Platform** provides feature-rich IVR, ACD, and other call completion functions for the Department of Defense and many large organizations in the commercial world.

Some of the functions that the **TM-2000 Multi-Purpose ACD Platform** can provide include:

- A multi-skilled, feature-rich ACD presently not economically available on the MSL-100 with as many agents as an organization needs.
- CRM (customer relationship management) software pops. For those agents working a help desk or appointment desk for instance, the Platform can pop the information for the callers record based upon caller ID, information entered by the caller in the IVR, or the skill / queue chosen by the caller.
- Database lookups. To take call loads off agents or operators, the Platform can look up information about a caller and read back that information to the caller, eliminating the need to consult with limited staff resources.
- A Morale-Call Server. Morale calls can be serviced by the Platform. Thus, base or MAJCOM policies on Morale Calls can be enforced without disturbing an operator, thereby reducing the need for off-hours operators. Calls placed by the soldier in the field are limited to base calls, local calls, or toll-free calls.
- A Hearts-Apart Call Server. Hearts-Apart calls can be serviced by the Platform. Thus, base or MAJCOM policies on Hearts-Apart Calls can be enforced without disturbing an operator, thereby reducing the need for off-hours operators. Calls placed by a loved one local to a base are limited to the DSN network; thus, eliminating the chance of toll fraud.
- Point and click, HTML-based call log reports. All management can review the past performance of its agents or the Platform to determine the proper resources needed for incoming callers.
- Easy-to-read real-time status of the functions being performed by the Platform and agents servicing calls with the Platform. Management can review the present performance of its agents or the Platform to determine the proper resources needed for incoming callers at that moment in time.

The components of the **TM-2000 Multi-Purpose ACD Platform** include:

- A state-table-driven Controller on the Server. The Controller's state table can define almost any set of call handling actions for any organization using the Platform.
- A Meridian Business Set Multi-Port Gateway ("MPG"). This hardware can terminate MBS lines that service calls. These MBS lines are far more feature-rich and reliable than the analog lines used by others.
- The MSL-100 (not provided by T-Metrics). The TM-2000 Multi-Purpose ACD Platform uses the very reliable MSL-100 to switch calls to others, thus usually freeing up the ports on the MPG to handle other calls. Yet, in an ACD environment, the server still monitors the call by an agent even though the call is not terminated on the MPG once the agent is servicing the call.
- Optional MBS SoftPhone that functions just as any MBS telephone (i.e., an M5316). The SoftPhone automates some features of call handling that most users normally perform manually.