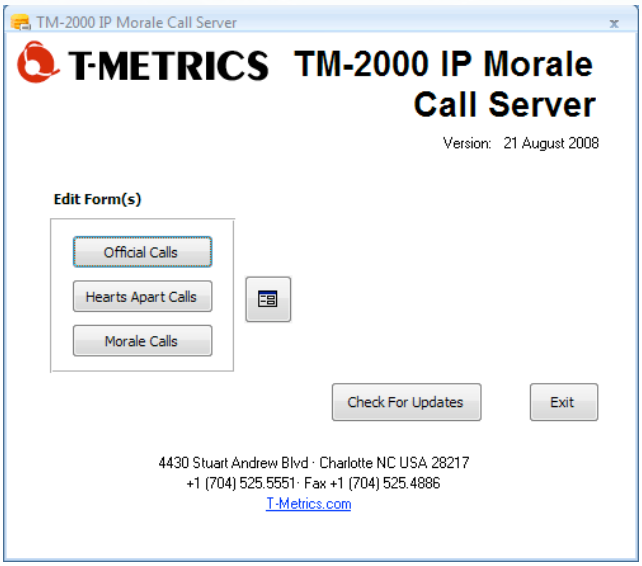
T-METRICS

TM-2000 HEARTS APART / MORALE-CALL SYSTEM



TM-2000 Hearts-Apart / Morale Call Client
Uncluttered, well-defined screen layout makes Administration simple

"Saving Operators time"

The Hearts-Apart / Morale-Call System fully automate the function that currently requires an operator and is much more secure and accurate in the distribution of minutes and tracking the usage of each caller. This system can "front" the operators, freeing them to handle other calls.

Once a call comes into the system, the caller will be prompted for their PIN. Once the PIN is entered and verified, the caller will then dial the number and the call is completed. The call is also monitored by the system and will automatically disconnect when a custom threshold has been exceeded. A predetermined warning (set by the base or Command) will automatically be provided to the caller indicating the call will end. The system also provides reports showing how many calls are made through the base.

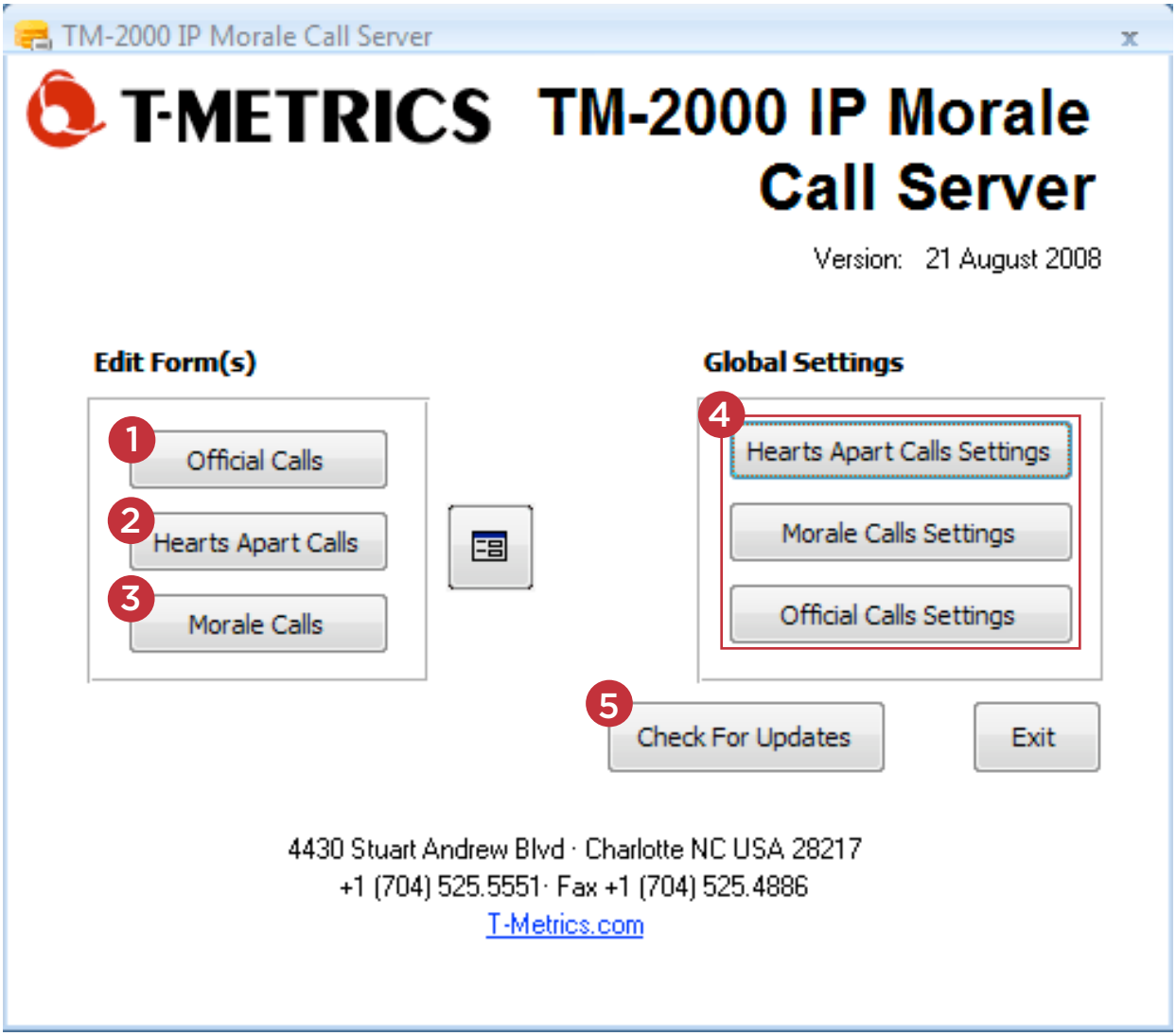
In addition to Hearts Apart and Morale Calls, this system optionally supports Official Calls.

Additional Features

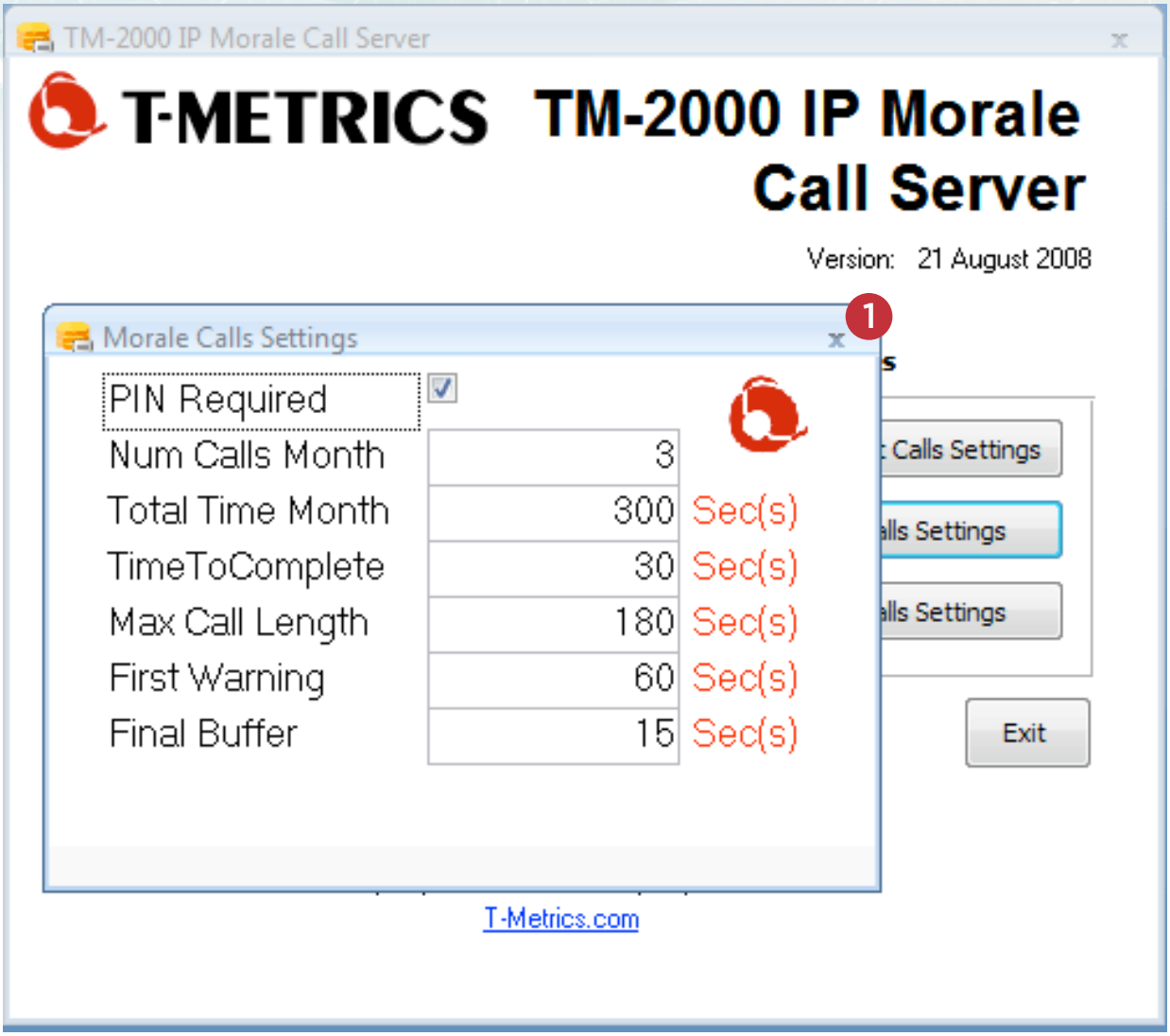
- Different Pilot Numbers - The caller from the overseas deployment area calls the Morale-Call pilot number, which is different than the Hearts-Apart pilot number.
- The System Can Share Ports - The System can determine which type of call is being answered based upon the number dialed. No IVR is needed to determine the type of call.
- Destinations Numbers Are Masked to Prevent Toll Dialing - The System translates the destination numbers to ensure the switch will only connect to local or toll-free calls.

- All Thresholds are Settable Globally - The thresholds for calls allowed, warning messages, etc. are set globally.
- "Connects" Will Be Determined by Time - To count a call as connected for an airman or a "loved one"; the call must be connected for a threshold period of time (e.g. three minutes).

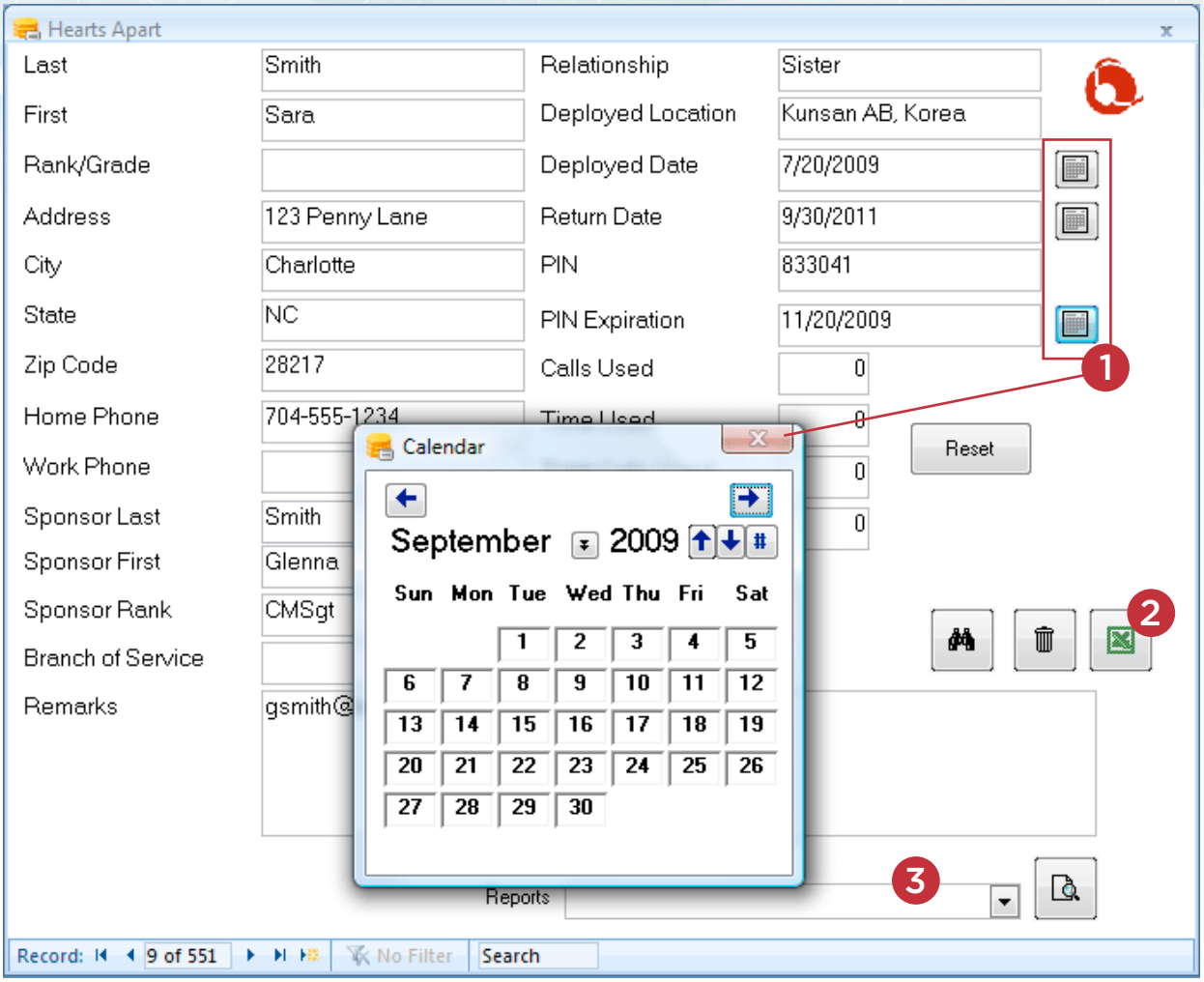
Screen Highlights



1. Edit Official Calls List
2. Edit Hearts Apart Calls List
3. Edit Morale Calls List
4. Global Settings for Administrators
5. Check for Client Software Updates



1. Official, Hearts Apart, and Morale Calls All Have Customizable Global Settings That Administrators Can Easily Adjust



1. All Call Lists Are Easy To Maintain With Familiar Controls Like Calendars for Date Selections
2. Easily Export Lists To Microsoft Excel With a Click of a Button
3. Run From a List of Sorted Reports

A Hearts-Apart Call Setup

- A caller, local to the area, dials the Hearts-Apart pilot #
- The System answers and asks for the caller's PIN and DSN # they are calling
- The Server verifies the PIN number and monthly call allotment
- If approved, the call is placed over the DSN to the Overseas Deployment Area.
- When a customizable threshold is exceeded, the caller is warned of the expiring clock
- When time has expired, the caller is warned of the expiring clock

- The overseas leg of the call is terminated (can be extended through a customizable threshold via System Administrators)
- After closing comments to the local area caller, the caller's leg is terminated
- The call log records are then updated with the statistics related to this call

A Morale-Call Setup

- A caller, deployed overseas, dials the Morale-Call pilot #
- The System answers and asks for the caller's PIN and local or toll-free # they are calling
- If approved, the call is placed in the local calling area
- When a customizable threshold is exceeded, the caller is warned of the expiring clock
- When time has expired, the caller is warned of the expiring clock
- The local leg of the call is terminated (can be extended through a customizable threshold via System Administrators)
- After closing comments to the local area caller, the caller's leg is terminated
- The call log records are then updated with the statistics related to this call

Official Calls Setup

- A VIP member dials the Official-Call pilot #
- The System answers and asks for the caller's PIN and phone number to dial
- The Server transfers the VIP member to the number they input
- Depending upon site preference, the minutes of the call may or may not be tracked

Requirements

- TM-2000 Hearts-Apart / Morale-Call System
- Microsoft Access installed at each administrative position

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.