



## T-Metrics Consolidated Operator Answer System (COAS) Highlights:

- 1. Virtual Operator Consolidation for Multi-site Hospital Networks** – Traditional Operator Consolidation usually meant physically relocating Operators to a central site. This endeavor is fraught with difficulty (who will monitor the Code and Fire alarms at each location if the Operators are moved?) and expense (trunking and/or bandwidth intensive, switch upgrades, Qsig, etc.).  
With T-Metrics your organization can logically group all of your Operators so that separate Operator Centers can remain at their current locations, but Operators throughout your network can now provide call coverage for the other hospitals. By increasing the total available Operators within the pool, Service Levels increase significantly while the number of manned Operator positions required per shift decreases. You are in complete control of the call workload sharing throughout your entire hospital network and can realize truly measurable cost savings.
- 2. Operator Consolidation Across Telecommunication Platforms** – Having non-networked telecommunication platforms or multiple telecommunication platforms (e.g. Avaya, Nortel, NEC, Siemens, Mitel, Lucent, etc.) within your hospital network is no longer an obstacle to Operator Consolidation. T-Metrics Operator Consolidation allows you to create a virtual consolidated Operator center across dissimilar telecommunication platforms.
- 3. Database Integration to T-Metrics PC Consoles** – T-Metrics Consolidated Operators use PC Console applications that update against your existing Staff, Physician, Patient databases and more. T-Metrics specializes in updating against patient data through HL7.
- 4. Preparing for a SIP Future** – Many hospitals are not on SIP Telecommunication platforms yet, but they want to ensure that their current investments will move with them into that environment as they move to SIP at their own pace. T-Metrics innovative SIP Consoles seamlessly work with your telecommunication platforms of today and tomorrow.
- 5. Speech-enabled Call Routing** – Off-load call traffic to your Operator Centers through speech-enabled call routing. Reducing call traffic to the Operators improves your customer service because Operators have more time to spend with the callers who really require assistance. The resulting cost savings are significant and measurable.
- 6. Significant Return on Investment, Improved Customer Service, and Future-proof**