

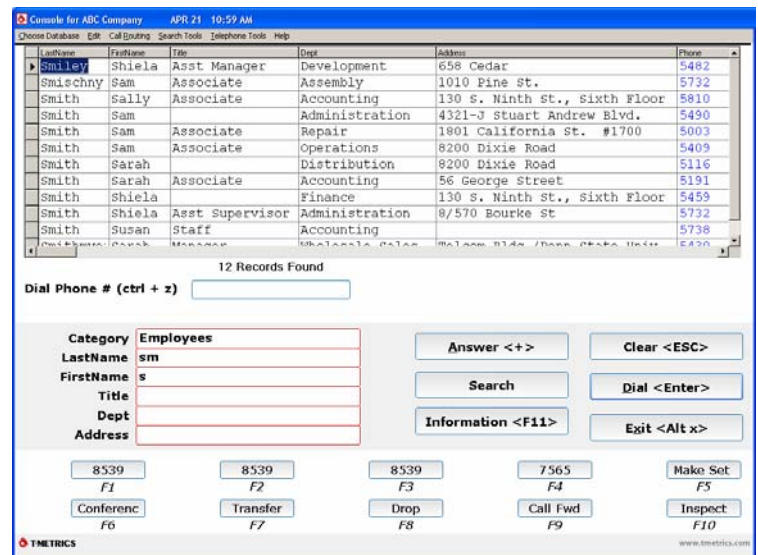
# PhoneGroups™ ISDN Console

## “Improve Customer Service”

The PC-based PhoneGroups™ ISDN Console allows operators 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 ISDN Console allows the operator to have 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; call recording; 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.



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

## ISDN Console Benefits

- Faster call-handling time – calls reach their destination quicker and with more accuracy
- Improved response time in setting up multi-person conference calls.
- Touch screen simplifies training process and speeds agents call-handling time
- Hardware plugs into existing circuit – no need for extensive cutover planning
- Removes phone hardware from the desk top.

# ISDN Console Features

- PC-based interface designed with our customers in mind
- 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 customer prefers
- “Hot key” functions are easy to use and speed up call processing
- Pre-recorded greeting to callers in operator’s voice keeps the “ten o’clock” voice all day; once the message plays, the operator can then handle the call as normal
- Multiple databases combined into one resource, providing uniform interface
- Recording of all calls
- Easily accessed Information Directory provides operator with additional data for callers, such as maps, diagrams, forms and other customer-related information
- Complete operator call logs
- Feature-rich Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function
- Quick access to directories
- Quick one- or two-step call transfers and set-up of conference calls
- Training Wizard makes Console easy to learn and provides self-training for new operators

## 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
- USB port
- 50 MB of available hard-disk space (add 5 MB for each additional 10,000 records)
- 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)
- Full size 101/104 keyboard with number pad
- Windows-compatible mouse
- Display settings higher than 256 colors

## Telephone Requirements

- Central Office ISDN Service which is made up of one cable pair per Console consisting of an ISDN Line equipped with EKTS and CACH
- Hunt group, transfer key and flexible call forward key

- The ISDN External Hardware supports a Lucent 5E Custom Interface and has an internal NT1 so as to interface to the U interface point.

# ISDN 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

## Incoming Call Screen

Search results – use arrow key to select correct name

Search parameters – minimal information needed

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

Time on call

LastName	FirstName	Title	Dept	Address	Phone
Smiley	Shiela	Asst Manager	Development	658 Cedar	5482
Smischny	Sam	Associate	Assembly	1010 Pine St.	5732
Smith	Sally	Associate	Accounting	130 S. Ninth St., Sixth Floor	5810
Smith	Sam		Administration	4321-J Stuart Andrew Blvd.	5490
Smith	Sam	Associate	Repair	1801 California St. #1700	5003
Smith	Sam	Associate	Operations	8200 Dixie Road	5409
Smith	Sarah		Distribution	8200 Dixie Road	5116
Smith	Sarah	Associate	Accounting	56 George Street	5191
Smith	Shiela		Finance	130 S. Ninth St., Sixth Floor	5459
Smith	Shiela	Asst Supervisor	Administration	8/570 Bourke St	5732
Smith	Susan	Staff	Accounting		5738
Smith	Sarah	Manager	Wholesale Sales	Belcom Bldg / Penn State Univ	5420

## After a Call Is Answered & Search

# ISDN 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.



Front View



Rear View

Plus PhoneGroups™ software, manuals, power supply and all necessary cables

## 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 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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