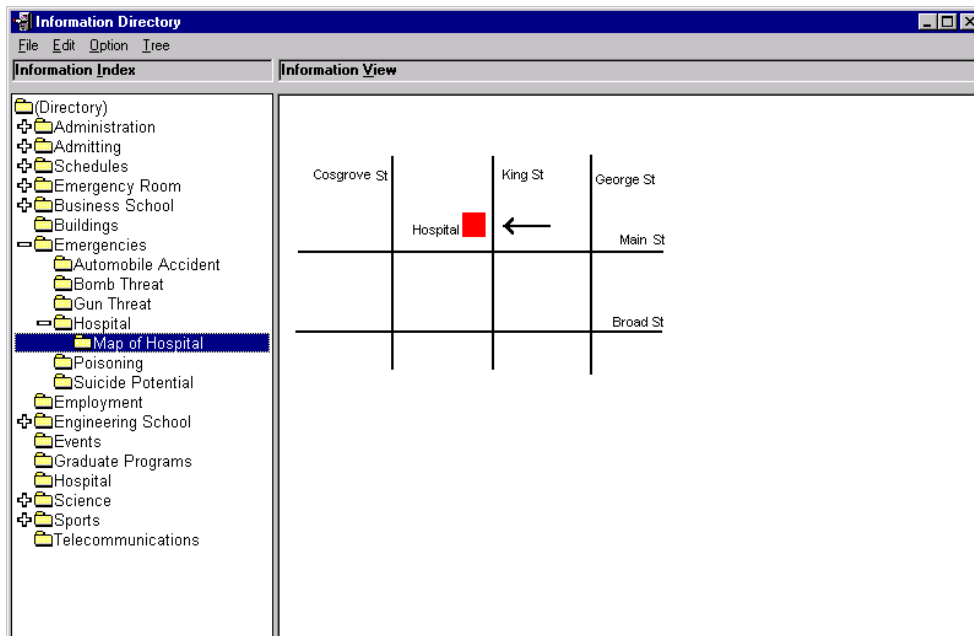


Information Directory

Many times, an operator or agent needs access to information that is not in a database. The Information Directory, which is part of the PhoneGroups Console and Agent Modules, can place this information in an easily indexed format that is quickly accessed. This information is usually in paper form, scattered around the desk and can include:

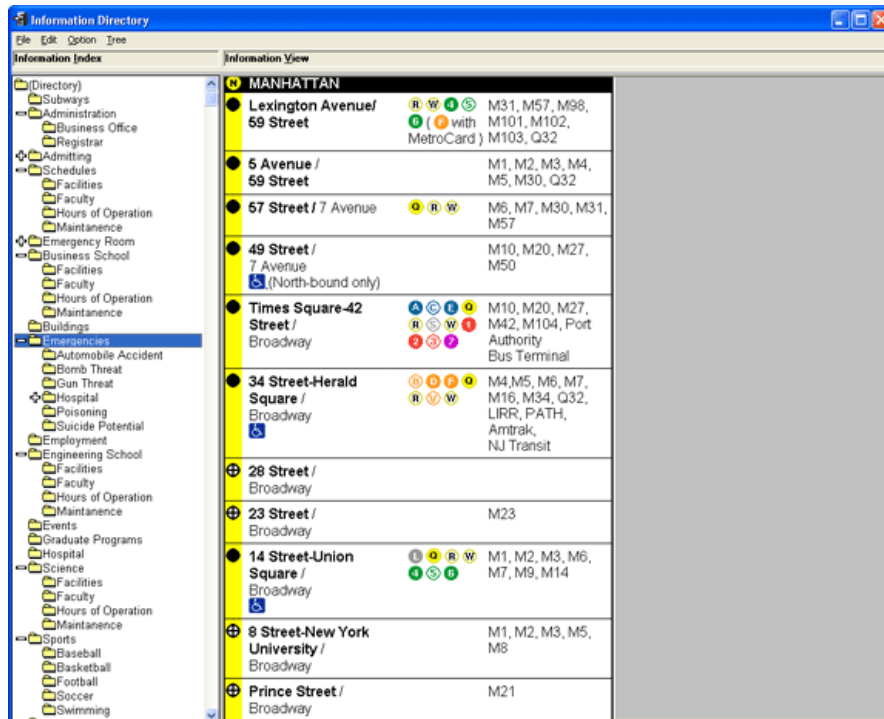
- Names and phone numbers of people who are needed for quick reference
- Reference information about certain departments
- Directories of account numbers
- Addresses not in the database
- Copies of commonly used forms
- Maps and diagrams
- Procedures, such as dialing instructions or emergency procedures
- Other reference material

The Information Directory



Information Directory Features

- Stores information typically scattered over a user's desk
- Integrates with Microsoft Outlook to easily email the stored files
- Provides the ability to dial or transfer to phone numbers that appear on the Information Directory screen
- Coupled with a fax server, users can fax the items that appear on the Information Directory screen
- Provides a central and updatable storage area for all users



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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