

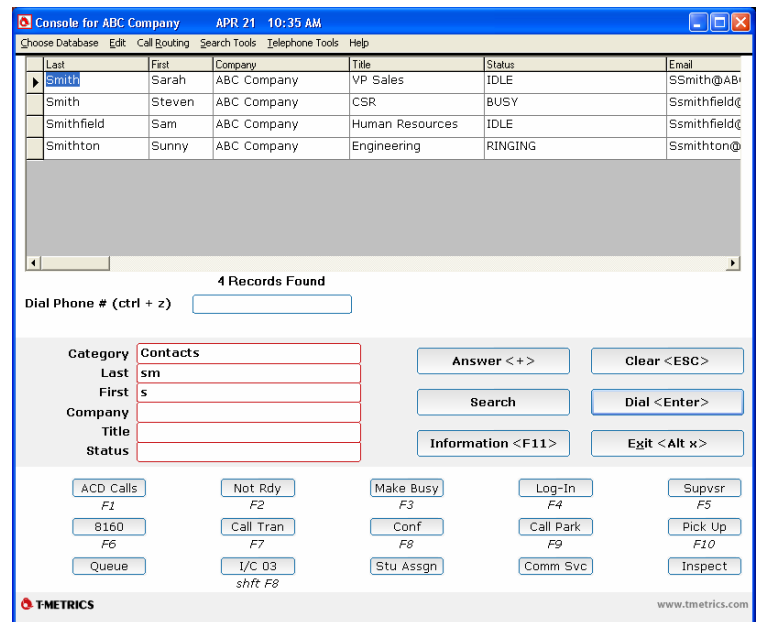
# PhoneGroups™ MBS Main Console

## “Improve Customer Service”

The MBS Main Console is a PC-based attendant console for operators in a high volume environment who spend 100% of the time answering calls.

The Console automates the steps the operator regularly performs, lessening the time and effort needed to perform routine operations. It 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; 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.



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

## MBS Main Console Benefits

- **Faster call-handling time – calls reach their destination quicker and with more accuracy**
- **Improved customer service**
- **Intuitive keyboard layout simplifies training process and speeds operator’s call-handling time**
- **Hardware plugs into existing circuit – no need for extensive cutover planning**
- **Easy and quick for anyone to learn**

# MBS Main Console Features

- DMS-100 MBS/MBS II compatible – easy to configure and install
- 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.
- 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 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
- Console interfaces to T-Metrics BLF server to allow operator to monitor additional BLF keys

## 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
- Standard serial port
- USB port
- Full size 101/104 keyboard with number pad
- Windows-compatible mouse

- 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)
- Display settings higher than 256 colors

## Telephone Requirements

- DMS-100 Centrex or SL 100 service
- Service set up for Meridian Business Set M5008, M5216 or M5316 (**but not physical phone; Console hardware replaces MBS phone**)
- Three-Way Calling or Call Transfer with Release

- Standard switch features provide optimal functionality, such as: Short Hunt; Direct Station Select/Busy Lamp Field (DSS/BLF) or Multiple Appearance Directory Number (MADN)

# MBS Main Console Screen Highlights

Information Directory provides additional data in easy-to-read list format

Caller ID and Call Reason Display

Ring counter

Intuitive keyboard orientation

## Incoming Call Screen

Search results – use arrow key to select correct name

Search parameters – minimal information needed

Time on call

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

Last	First	Company	Title	Status	Email
Smith	Sarah	ABC Company	VP Sales	IDLE	Ssmith@AB
Smith	Steven	ABC Company	CSR	BUSY	Ssmithfield@
Smithfield	Sam	ABC Company	Human Resources	IDLE	Ssmithfield@
Smithton	Sunny	ABC Company	Engineering	RINGING	Ssmithton@

## After a Call Is Answered & Search

# MBS Main 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

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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