

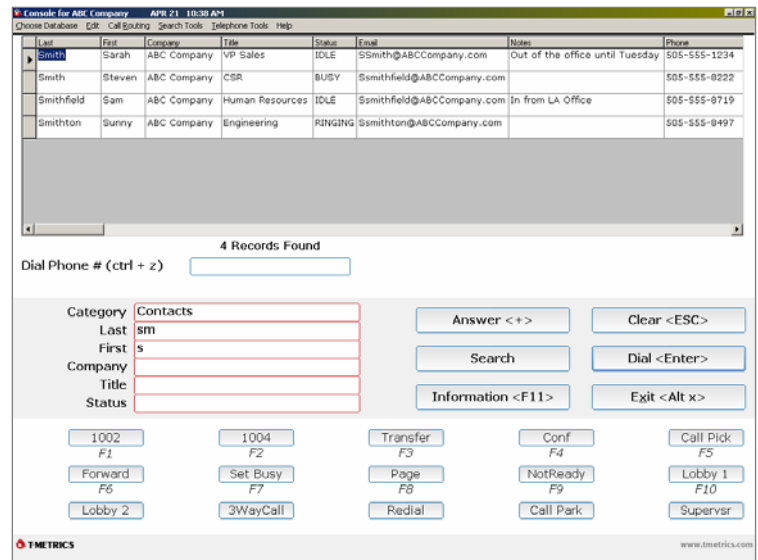
## PhoneGroups™ MCA Operator Attendant Console

“Improve Customer Service”

The PhoneGroups™ MCA Console allows operators using a Nortel M2616 telephone 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 available features include: 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; the Information Directory; and call reports. The TAP Box allows recording of calls 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.



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

## MCA Operator Attendant 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
- TAP Box connects directly to customer’s M2616 phone – no new wiring needed
- Nortel Meridian options 11 to 81C and CS 1000 compatible – easy to configure and install
- Easy and quick for anyone to learn

# MCA Operator Attendant Console Features

- PC-based interface designed with our customers in mind
- Networked Console System
- Custom database(s) combined into one resource, providing uniform interface
- 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 customers prefer
- “Hot key” functions are easy to use and speed up call processing
- Easily accessed Information Directory provides operator with additional data for callers
- Nortel phone continues to function if PC loses power
- Quick one- or two-step call transfers and set-up of conference calls
- Pre-recorded greeting in operator’s voice to deliver consistent, professional first impressions to callers (*requires T-Metrics-provided TAP Box*)
- Full-time recording of calls for quality control that can be reviewed later (*requires T-Metrics-provided TAP Box*)
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function
- Training Wizard makes Console quick and easy to learn and provides self-training for new operators
- *Optional* IP BLF Server allows operator to monitor hundreds of additional BLF keys.
- *Optional* Supervisor Monitoring Position provides monitoring of operators (*NOTE: requires a TAP Box at each operator position*).

## Database Information

- Allows an operator to use organization’s existing data, freeing the operator from maintaining separate data; this 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
- 50 MB of available hard-disk space (add 5 MB for each additional 10,000 records)
- Two USB ports
- Full size 101/104 keyboard with number pad
- 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

- Nortel Meridian 1 PBX or CS 1000
- A *working* Nortel Meridian 2616 with MCA serial port adapter
- Call Transfer
- Standard switch features provide optimal functionality, such as: Short Hunt; Direct Station Select / Busy Lamp Field

# MCA Operator Attendant 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**

**Information <F11>**

**NotReady <F9>**

**Ring2**

**19.0**

**20.0**

**Betsi 6780**

**1002 F1** **1004 F2** **Transfer F3** **Conf F4** **Call Pick F5**

**Forward F6** **Set Busy F7** **Page F8** **NotReady F9** **Lobby 1 F10**

**Lobby 2** **3WayCall** **Redial** **Call Park** **Supervsr**

## Incoming Call Screen

**Search results – use arrow key to select correct name**

Last	First	Company	Title	Status	Email	Notes	Phone
Smith	Sarah	ABC Company	VP Sales	IDLE	Ssmith@ABCCompany.com	Out of the office until Tuesday	505-555-1234
Smith	Steven	ABC Company	CSR	BUSY	Ssmithfield@ABCCompany.com		505-555-8222
Smithfield	Sam	ABC Company	Human Resources	IDLE	Ssmithfield@ABCCompany.com	In from LA Office	505-555-8719
Smithton	Sunny	ABC Company	Engineering	RINGING	Ssmithton@ABCCompany.com		505-555-8497

**Search parameters – minimal information needed**

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

**Time on call**

**4 Records Found**

**19.0**

**99806212037**

**Hangup <->** **Clear <ESC>**

**Search** **Transfer <Enter>**

**Information <F11>** **Exit <Alt x>**

**1002 F1** **1004 F2** **Transfer F3** **Conf F4** **Call Pick F5**

**Forward F6** **Set Busy F7** **Page F8** **NotReady F9** **Lobby 1 F10**

**Lobby 2** **3WayCall** **Redial** **Call Park** **Supervsr**

## After a Call Is Answered & Search

# MCA Operator Attendant 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.



MCA Console HASP® Key

TAP Box for Operator Greetings and Call Recordings

Plus PhoneGroups™ software, direct-connect headset, manuals and all necessary cables



TAP Front View



TAP Rear View

## 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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