

# PhoneGroups™ MSAC Console

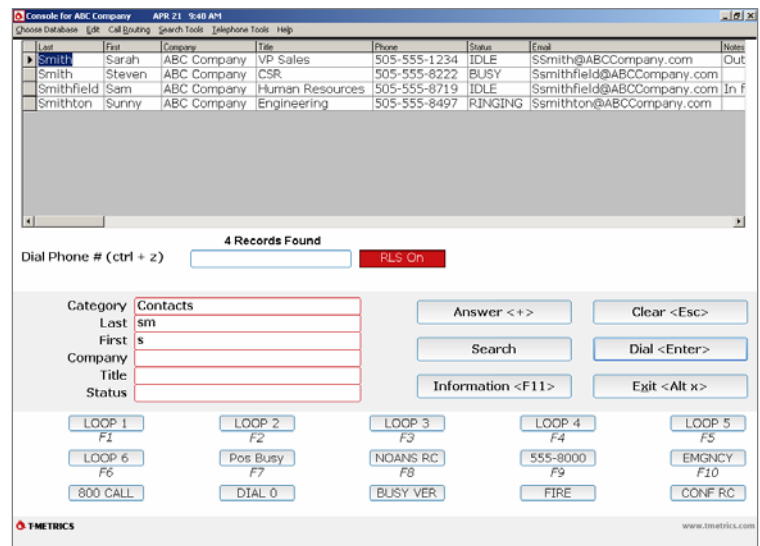
## Certified Replacement for the Retired Nortel Console

T-Metrics provides the first approved direct replacement for Nortel' manufacture-discontinued MSAC (Meridian Services Attendant Console).

The PC-based PhoneGroups MSAC Console, a **Nortel Compatible Product**, is an enhanced plug & play replacement that lets the operator access any MSAC features previously available.

In addition, the T-Metrics Console automates the steps the operator regularly performs, lessening the time and effort needed by the operator to perform routine operations. The 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; 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.



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

## MSAC Console Benefits

- **Faster call-handling time** – calls reach their destination quicker and with more accuracy
- **Improved customer service**
- **Queue status and incoming line information** incorporated into one easy-to-read screen so that the operator always knows the status of the calls in queue
- **Intuitive keyboard layout** simplifies training process and speeds operator's call-handling time
- **Plug & play hardware** – no need for extensive cutover planning
- **Connects to existing MSAC cabling** – no new wiring needed
- **Easy and quick for anyone to learn**

# MSAC Console Features

- Full support of retired Nortel MSAC 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
- Multiple databases combined into one resource, providing uniform interface
- Enhanced DTMF dialing
- ICI (Incoming Call Indicator) can be associated with branding messages and voice greetings to ensure calls are answered in the proper manner
- Dial “0” or No Answer Recall transfers can be associated with branding messages to ensure calls are processed correctly
- 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
- 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
- As an alternative, use Console hardware with Meridian Business Set Phone and add-ons without a PC to fully emulate the retired Nortel MSAC without the additional features and benefits of the PhoneGroups Console software listed above

## 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
- 512 MB of RAM
- 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)
- CD-ROM drive (or access to one over a LAN)
- Display settings higher than 256 colors
- Network access (for multiple consoles and/or relying upon data elsewhere)

## Telephone Requirements

- DMS-100 Centrex or SL-100/MSL-100 service
- MSAC interface

# MSAC Console Screen Highlights

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

**Queues with Calls—along with queue status (answer the oldest call or arrow-key down to highlight a queue containing calls with a higher priority)**

**Call Waiting Indicator**

**Ring Counter**

**Intuitive keyboard orientation**

Console for ABC Company APR 21 9:49 AM  
 Choose Database Edit Call Routing Search Tools Telephone Tools Help

Answer Oldest Call In Queue  
 7 key -- DIAL 0

Dial Phone # (ctrl + z)  RLS On

Call Waiting

Category: Contacts  
 Last:   
 First:   
 Company:   
 Title:   
 Status:

Buttons: Answer <+>, Clear <Esc>, Search, Dial, Information <F11>, Exit <Alt x>

Ring3

Buttons: LOOP 1 F1, LOOP 2 F2, LOOP 3 F3, LOOP 4 F4, LOOP 5 F5, LOOP 6 F6, Pos Busy F7, NOANS RC F8, 555-8000 F9, EMGNCY F10, 800 CALL, ON, DIAL 0, BUSY VER, FIRE, CONF RC

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## Incoming Call Screen

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

**Search parameters – minimal information needed**

**Time on call**

**Trunk type AND Caller ID**

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

Console for ABC Company APR 21 9:50 AM  
 Choose Database Edit Call Routing Search Tools Telephone Tools Help

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

4 Records Found

Dial Phone # (ctrl + z)  DIAL 0

Category: Contacts  
 Last: sm  
 First: s  
 Company:   
 Title:   
 Status:

Buttons: Hangup <->, Clear <Esc>, Search, Transfer <Enter>, Information <F11>, Exit <Alt x>

Time on call: 12.0

Buttons: LOOP 1 F1, LOOP 2 F2, LOOP 3 F3, LOOP 4 F4, LOOP 5 F5, LOOP 6 F6, Pos Busy F7, NOANS RC F8, 555-8000 F9, EMGNCY F10, 800 CALL, ON, DIAL 0, BUSY VER, FIRE, CONF RC

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## After a Call Is Answered & Search

# MSAC 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, 50-pin Amphenol connector, manuals 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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