



The T-Metrics TM-2000 ACD offers:

Observe Agents from Anywhere

A supervisor working from home or while traveling, can log in and observe the agents' performance as if they were on premise. If you outsource your call center services, you should insist on having remote access so you can observe calls, ensuring service levels and customers given quality service. All queue and agent information is available to the supervisor. You can monitor service level agreements, number of calls in queue, time of the oldest call, and real-time status of each agent.

The screenshot displays the T-Metrics ACD Agent software interface. At the top, there is a menu bar (File, Edit, Agent, Skill, Messages, Help) and a status bar (Status: Available, Caller ID, Hold Time, Skill Set). Below this is a 'Skills' section with a table showing performance metrics for various skills. The 'Agents' section below it lists individual agents with their status, skills, and performance metrics.

Skill	In Queue	Messages	Avail	Ready	Level	In Q	Oldest	Wait Avg	Msgs	Total	Ansd	Aban	Aban Avg	Aban %	ASA	SLA	Group	Off	Filter
Bill	1**	1	9	0	--	00:00	0	0	0	0	0	00:00	--	0	--	Voicemail_Group	<input type="checkbox"/>	<input type="checkbox"/>	
Marketing	1**	1	9	0	--	00:00	0	0	0	0	0	00:00	--	0	--	Departments	<input type="checkbox"/>	<input type="checkbox"/>	
Operator	8	8	7	0	--	00:06	0	2	2	0	0	00:00	0%	4	100%	Departments	<input type="checkbox"/>	<input type="checkbox"/>	
Sales ACD	3	3	7	0	--	00:00	1	1	0	1	1	00:16	100%	0	100%	Departments	<input type="checkbox"/>	<input type="checkbox"/>	

Agent	Ext	Skill	Task	State	Time	Status	Time	ACD Calls	ACD Avg	Non-ACD	Non-ACD Avg	Emails	ACD Caller ID
ANDY	6798	Support	Ready	Idle	00:35:29	Available	00:30:24	1	27:41	0	00:00	2	--
BBEARDEN	6780	--	Ready	Idle	00:10:46	Available	01:11:10	1	02:29	3	01:25	0	--
BILL	6786	SalesComm	Ready	Idle	00:28:53	Available	01:03:03	0	00:00	0	00:00	0	--
DAVE	6785	--	Ready	Idle	01:14:30	Available	00:54:18	0	00:00	0	00:00	0	--
DOKEEFFE	6787	--	Unavailable	Idle	15:09:06	Initial Logon	00:11:16	0	00:00	0	00:00	0	--
HHARKEY	6791	--	Ready	Idle	00:05:32	Available	02:07:11	0	00:00	1	07:02	0	--
JOEL	6779	--	Ready	Idle	21:03:58	Available	01:12:19	0	00:00	0	00:00	0	--
KPOHL	6783	--	Ready	Idle	15:17:35	Available	01:32:51	0	00:00	0	00:00	11	--
LBOUDER	6788	Operator	Ready	Idle	00:28:07	Available	01:33:22	2	00:25	1	00:38	0	--
LDAIGLE	6774	--	Ready	Idle	01:23:34	Available	00:52:19	0	00:00	0	00:00	5	--
PATRICK	6777	--	Ready	Idle	01:22:25	Available	00:06:37	0	00:00	0	00:00	3	--
TERRY	6793	--	Unavailable	Idle	00:47:32	In A Meeting	00:51:40	0	00:00	1	00:14	0	--
TOTALS	--	--	--	--	--	--	--	4	07:45	6	02:01	21	--

Listen and View. The supervisor can select any agent they are responsible for that is equipped with a TAP and select to listen in on the conversation and/or they can choose to view the desktop screen that the agent is viewing in real time.

Unauthorized Access, Not Allowed. The remote supervisor needs a USB HASP® key along with the proper sign on name and password. This USB security key prevents anyone without it to have access to the system for observation purposes.

All you need is an Internet connection; you will **not need** to tie up telephone resources to observe or barge in.

No additional hardware is required at the main server and the remote monitoring supervisor only needs a PC with the USB HASP® key.