

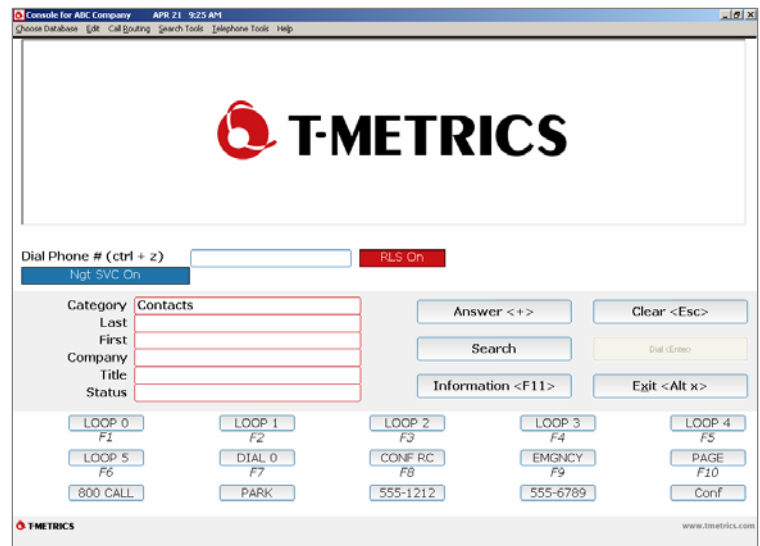
## PhoneGroups™ PCCIU Operator Attendant Console

### “Improve Customer Service”

The PhoneGroups™ PCCIU Console, a **Nortel Compatible Product**, allows operators with the Nortel PC Console Interface Unit to assist callers more quickly with an even higher level of customer service. This T-Metrics PC 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; call reports; 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.



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

## PCCIU 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
- Connects directly to customer’s Nortel PCCIU hardware – 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

# PCCIU Operator Attendant Console 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 customers prefer
- “Hot key” functions are easy to use and speed up call processing
- Networked Console System (i.e. consoles are networked together)
- Custom Database(s) combined into one resource, providing uniform interface
- Easily accessed Information Directory provides operator with additional data for callers
- Pre-recorded greeting in operator’s voice to deliver consistent, professional first impressions to callers
- Full-time recording of calls for quality control that can be reviewed later.
- Quick one- or two-step call transfers and set-up of conference calls
- Training Wizard makes Console quick and easy to learn and provides self-training for new operators
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function
- *Optional* IP BLF server allows operator to monitor hundreds of additional BLF keys.
- *Optional* Supervisor Monitoring Position provides monitoring of operators.

## Database Information

- Allows the 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 updates can be set up from source data

## PC Requirements

- IBM PC-compatible
- 2.0GHz processor
- Windows XP
- Standard serial port
- Two USB ports
- 50 MB of available hard-disk space (add 5 MB for each additional 10,000 records)
- Full size 101/104 keyboard with number pad
- Windows-compatible mouse
- 512 MB of RAM
- CD-ROM drive (or access to one over a LAN)
- 50 MB of available hard-disk space (add 5 MB for each additional 10,000 records)

## Telephone Requirements

- Nortel Meridian 1 PBX or CS 1000
- A *working* Nortel PC Console Interface Unit (PCCIU) hardware (**P/N NTAG58BA**)
- M2250 translation set up in the switch

# PCCIU Operator Attendant Console Screen Highlights

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

**Queues with Calls**

**Call Waiting Indicator**

**Intuitive Keyboard Orientation**

7066 0

Dial Phone # (ctrl + z)

Call Wait 1

Category	Contacts
Last	
First	
Company	
Title	
Status	

Answer <+> Clear <Esc>

Search Dial

Information <F11> Exit <Alt x>

InRng3

LOOP 0	LOOP 1	LOOP 2	LOOP 3	LOOP 4
F1	F2	F3	F4	F5
LOOP 5	CONF RC	EMGNCY	PAGE	800 CALL
F6	F7	F8	F9	F10
PARK	555-1212	555-6789	ON	DIAL 0
				Conf

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## Incoming Call Screen

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

**Search parameters – minimal information needed**

**Time on Call**

**Caller ID**

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

Console for ABC Company APR 21 9:21 AM

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	

7066 0

Dial Phone # (ctrl + z)

Call Wait 1

Category	Contacts
Last	
First	
Company	
Title	
Status	

Hangup <-> Clear <Esc>

Search Transfer <Enter>

Information <F11> Exit <Alt x>

39.0

LOOP 0	LOOP 1	LOOP 2	LOOP 3	LOOP 4
F1	F2	F3	F4	F5
LOOP 5	DIAL 0	CONF RC	EMGNCY	PAGE
F6	F7	F8	F9	F10
800 CALL	PARK	555-1212	555-6789	Conf

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## After a Call Is Answered & Search

# PCCIU 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.



PCCIU Console HASP® Key

Plus PhoneGroups™ software, manuals, sound dongle and sound device cable

## 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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