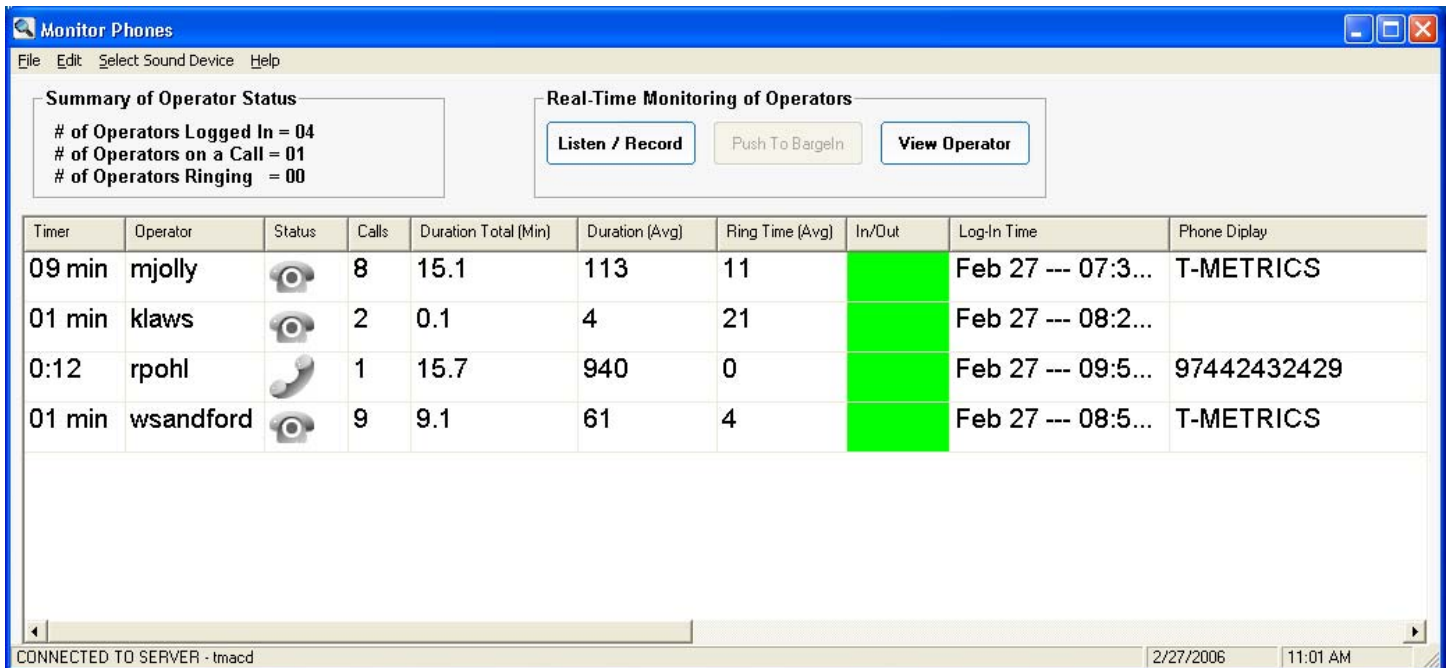


PhoneGroups™ Supervisor Module

Supervisor Monitoring of Operators



Monitor Phones









File Edit Select Sound Device Help

Summary of Operator Status

- # of Operators Logged In = 04
- # of Operators on a Call = 01
- # of Operators Ringing = 00

Real-Time Monitoring of Operators

Listen / Record Push To Bargain View Operator

Timer	Operator	Status	Calls	Duration Total (Min)	Duration (Avg)	Ring Time (Avg)	In/Out	Log-In Time	Phone Display
09 min	mjolly		8	15.1	113	11		Feb 27 --- 07:3...	T-METRICS
01 min	klaws		2	0.1	4	21		Feb 27 --- 08:2...	
0:12	rpohl		1	15.7	940	0		Feb 27 --- 09:5...	97442432429
01 min	wsandford		9	9.1	61	4		Feb 27 --- 08:5...	T-METRICS

CONNECTED TO SERVER - tmacd 2/27/2006 11:01 AM

T-Metrics provides the first fully integrated service observation position for the supervisor of operator attendant consoles.

The PhoneGroups Supervisor Module allows the supervisor to view real-time data on call-handling statistics like average call answer time and call duration. At a click of a button the supervisor can hear and view the activity of any of the operators.

The Supervisor Module will fully automate the supervisory process, lessening the time and effort needed by the supervisor to maintain a high quality level of call handling.

Supervisor Module Screen
 Uncluttered, well-defined screen layout
 makes the module easy to use

Supervisor Module Benefits

- Allows a supervisor to observe the operator without disturbing the operator's performance
- Provides accurate measurements of the operator's call handling
- Provides software addition to an existing PhoneGroups Console site; connection to voice and video is over the LAN connection (Voice- and Video-over IP)
- Requires much less time to confirm level of training needed for an operator
- Provides the tools to significantly improve the quality of service being provided
- Easy and quick for anyone to learn

Supervisor Module Features

- Fully supported for use with all PhoneGroups Consoles
- Consoles connect to supervisor position via the LAN (Voice-over IP)
- PC-based, user-friendly interface
- Displays real-time statistics on call handling
- Displays average call answer times
- Displays average call duration
- Allows remote monitoring of the operator's conversation and of the Console screen

PC Requirements

- IBM PC-compatible
- Windows XP
- 2.0 GHz processor
- 512 MB of RAM
- USB port
- CD-ROM drive (or access to one over a LAN)

- Network access (for access to operator consoles)
- Display settings higher than 256 colors
- Sound device

LAN Comments

- LAN must support TCP/IP
- Requires a 100 mega-bit or higher LAN speed (100 Base T)

- Can work over LANs at separate locations connected by a router

Supervisor Module Screen Highlights

Monitor Phones

File Edit Select Sound Device Help

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CONNECTED TO SERVER - tmacd 2/27/2006 11:01 AM

Supervisor's Primary Screen Showing Operators' Current Performance

mikedesktop

My Documents My Computer My Network Places Recycle Bin Internet Explorer

Console for ABC Company APR 21 10:59 AM

Choose Database Edit Call Routing Search Tools Telephone Tools Help

Last	First	Company	Title	Status	Email	Notes	Phone	Mod
Smith	Sarah	ABC Company	VP Sales	IDLE	Ssmith0A	Out of the offi	505-555-1234	50
Smith	Steven	ABC Company	CSR	BUSY	Ssmithfi		505-555-8222	50
Smithfield	Sam	ABC Company	Human Resources	IDLE	Ssmithfi	In from LA offi	505-555-8719	50
Smithton	Sunny	ABC Company	Engineering	RINGING	Ssmithto		505-555-8497	50

4 Records Found T-METRICS

Dial Phone # (ctrl + z)

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

Answer <+> Clear <ESC>
 Search Dial <Enter>
 Information <F11> Exit <Alt x>

6783 F1 Trans F3 Conf F4 Forward F5
 RingAgn F6 Pickup F8 PrvRls F9 Charge F10
 CParty CSRs MainLobby President Vice Pres
 Lobby 2 Eng Grp Main # SalesLine 900 #

T-METRICS www.tmetrics.com

start Inbex - Microsoft Out... T-Metrics ACD Agent ... 1:51 PM

Supervisor Can Remotely View an Operator's Screen from Another PC

Supervisor Module Components

Because T-Metrics designs both the supervisor monitoring position software and the operator console hardware and software, our customers are guaranteed a single source for immediate solutions to all their needs.



Supervisor HASP® Key

Plus software on CD-Rom

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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