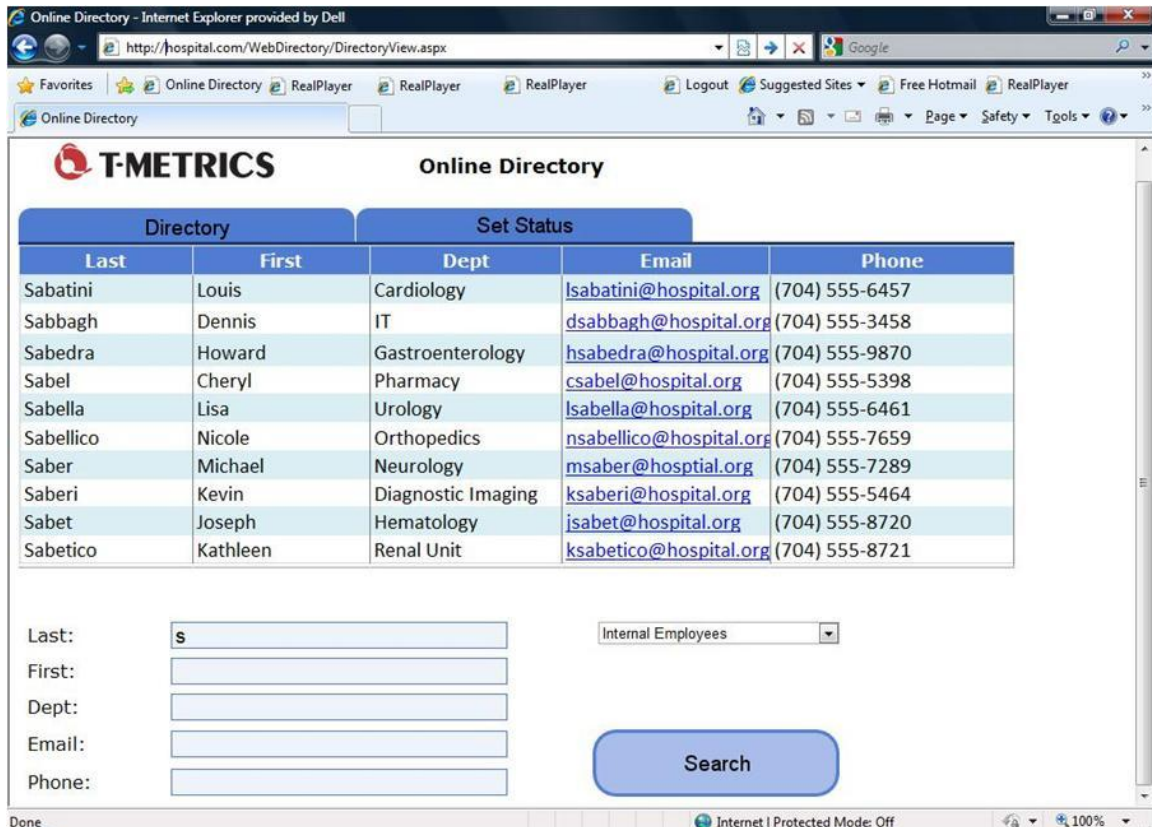


Online Directory

Individuals throughout an organization need easy access to the contact information of their fellow employees. T-Metrics Consolidated Operator Answering System (COAS) suite includes an optional browser-based online directory that allows users throughout any organization to easily look up contact information from their own PCs. As a result, T-Metrics Online Directory reduces the number of calls to your Operator Center by empowering employees to locate contact information without Operator assistance.

T-metrics customizable search fields help users to easily locate the correct person, and the directory's database grid always provides the most accurate information. T-Metrics unique Status feature also allows individuals to inform other directory users of their current accessibility (e.g. Out to Lunch, On Vacation, In a Meeting, etc.).

The Online Directory Interface



The screenshot shows the T-METRICS Online Directory interface in a web browser. The interface includes a search form and a table of employee contact information.

Directory		Set Status		
Last	First	Dept	Email	Phone
Sabatini	Louis	Cardiology	lsabatini@hospital.org	(704) 555-6457
Sabbagh	Dennis	IT	dsabbagh@hospital.org	(704) 555-3458
Sabedra	Howard	Gastroenterology	hsabedra@hospital.org	(704) 555-9870
Sabel	Cheryl	Pharmacy	csabel@hospital.org	(704) 555-5398
Sabella	Lisa	Urology	lsabella@hospital.org	(704) 555-6461
Sabellico	Nicole	Orthopedics	nsabellico@hospital.org	(704) 555-7659
Saber	Michael	Neurology	msaber@hospital.org	(704) 555-7289
Saberi	Kevin	Diagnostic Imaging	ksaberi@hospital.org	(704) 555-5464
Sabet	Joseph	Hematology	jsabet@hospital.org	(704) 555-8720
Sabetico	Kathleen	Renal Unit	ksabetico@hospital.org	(704) 555-8721

Below the table, there are search fields for Last, First, Dept, Email, and Phone. A dropdown menu is set to "Internal Employees". A "Search" button is located below the fields.

Online Directory Features

- Employees obtain contact information through a standard browser interface
- Reduces Operator calls from internal employees
- Customizable search and data fields provide contact information pertinent to your organization
- Employees set their own status (e.g. Out to Lunch, In a Meeting, On Vacation, etc.) and view status information of other employees

Setting Your Status through the Online Directory

The screenshot shows a web browser window titled "Set Status - Internet Explorer provided by Dell". The address bar shows the URL "http://tm2000.tmetrics.com/WebDirectory/StatusView.aspx". The page header includes the T-Metrics logo and the title "Set Status". Below the header, there are two tabs: "Directory" and "Set Status", with "Set Status" being the active tab. The main content area displays a welcome message: "Welcome T-METRICS\dokeeffe". Below this, there is a "Status Information:" label followed by a text input field containing "On vacation". Underneath, there are two calendar pickers for "Start" and "End", both set to "February 2010". The "Start" calendar has the 18th selected, and the "End" calendar has the 6th selected. To the right of the calendars is a "Submit" button. The browser's status bar at the bottom shows "Done" and "Internet | Protected Mode: Off".

About T-Metrics

Since 1989, T-Metrics, an Avaya DevConnect Gold Member, 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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