

The PhoneGroups™ Visually Impaired Operator Console Add-on for the PhoneGroups™ Consoles

With the Visually Impaired Operator Console (VIOC) add-on, the T-Metrics PhoneGroups™ Consoles become highly functional by those with little or no sight. Through the use of a two-earpiece headset, the VIOC add-on provides text-to-speech guidance to the operator in one ear, while the incoming call is heard in the other. This provides those using this add-on module access to T-Metrics PhoneGroups Console features.

The T-Metrics VIOC automates the steps the visually impaired operator regularly performs, lessening the time and effort needed to perform routine operations. The VIOC allows the operator to perform 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.

PhoneGroups™ Console Features Include

- **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 the keyboard**
- **“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**
- **Recording of all calls**
- **Complete operator call logs**
- **Feature-rich Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function**

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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