

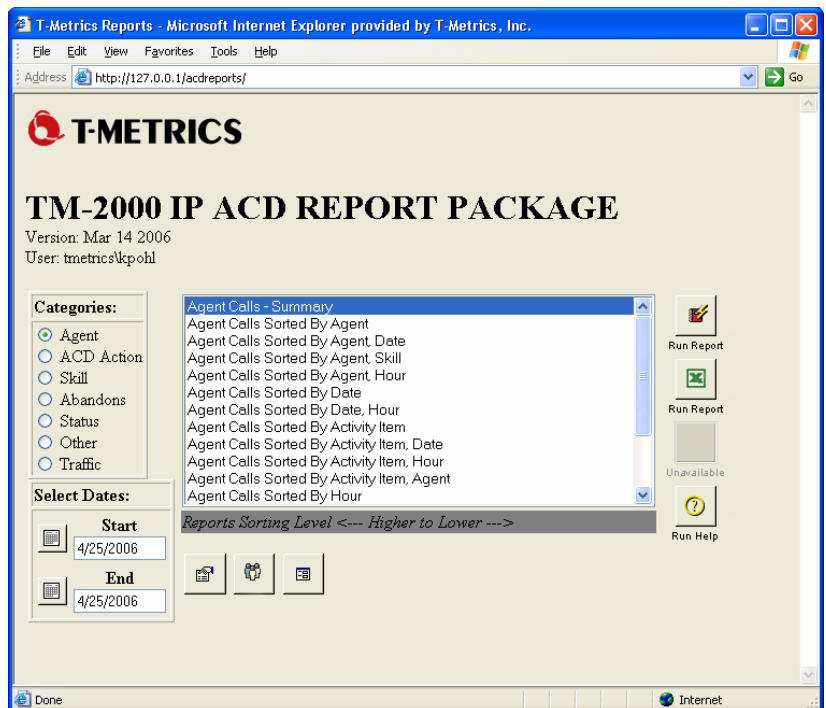
The TM-2000 ACD Web-Based Report Package

“Improve Customer Service”

Managing your Call Center requires management of your call data. The T-Metrics TM-2000 ACD Report Package enables you to view and print easy-to-read standard reports and charts. You can even have any number of the various reports automatically emailed to you at regular intervals!

All TM-2000 Automatic Call Distribution (ACD) systems include the full-featured ACD Report Package. With its simple **Web** interface, you will find yourself reviewing almost any type of Call Center reports you need in no time. The Report Package includes categories like Incoming Calls, Abandoned Calls, and Agent Skills.

If you are ready to be empowered with accurate Call Center reports, then it is time to install a TM-2000 ACD system from T-Metrics.



TM-2000 ACD Report Package Interface
 Uncluttered, well-defined screen layout makes
 the reports easy to use

TM-2000 ACD Report Package Benefits

- **Web-based reports for easy access**
- **Full range of reports tells you how well your agents work as a group; how well they work individually (compared to each other); and how well they service your callers.**
- **Summary reports let you quickly review performance and detailed reports let you investigate anomalies.**
- **Simple GUI screen makes selecting and running reports a breeze.**
- **Easy and quick for anyone to learn.**

TM-2000 Report Package Screen Highlights

ACD Reports Category Selection

Partial List of Reports in Selected Category

Displays Calendar Form for Selecting Dates

Intuitive Graphical Interface

The screenshot shows the T-Metrics Reports web application. The main heading is "TM-2000 IP ACD REPORT PACKAGE" with version "Mar 14 2006" and user "tmetrics\kppohl". On the left, there are "Categories" (Agent, ACD Action, Skill, Abandons, Status, Other, Traffic) and "Select Dates" (Start: 4/25/2006, End: 4/25/2006). A list of reports is shown, including "Agent Calls - Summary" and various sorting options. A calendar for April 2006 is open, showing the 25th as the selected date. On the right, there are buttons for "Run Report", "Run Report", "Unavailable", and "Run Help".

Selecting a Report

Number of Calls

Title of Selected Report

Hour of the Day

The screenshot shows a 3D bar chart titled "Agent Calls Sorted By Hour" with the subtitle "Total Calls". The Y-axis is labeled "Calls" and ranges from 0 to 100. The X-axis is labeled "Hour" and shows time slots from 09:00 to 19:00. The bars represent the number of calls for each hour: 09:00 (44), 09:30 (99), 10:00 (61), 11:00 (77), 12:00 (49), 13:00 (45), 14:00 (62), 15:00 (61), 16:00 (78), 17:00 (17), and 19:00 (1). Below the chart are buttons for "Total Calls", "Total Talk Time", "Average Talk Time", and "Average Ring Time". At the bottom, there are buttons for "Column", "Column 2D", "Line", "Pipe", "Pie 3D", "Pie 2D", "Doughnut", "Area 3D", and "Area 2D".

Hour	Number of Calls
09:00	44
09:30	99
10:00	61
11:00	77
12:00	49
13:00	45
14:00	62
15:00	61
16:00	78
17:00	17
19:00	1

Sample Graphical Report: All Incoming Calls within Date Range by Hour of Day

TM-2000 ACD Report Package Features

- Reports can be generated based upon single or multiple elements of call information, such as the date, day of the week, time of day, agent, length of call, caller ID, queue that calls were received on, etc.
- Pre-selected reports can be automatically generated and emailed to specified recipients
- Sources of calls can be translated from cryptic key numbers to actual names
- Reports can be saved into many formats, such as RTF, HTM and XLS
- Almost every report's range can be customized by supplying a start and an end date
- Point-and-click calendar for selecting dates

Requirements

- IBM PC-compatible
- Windows XP
- IE 5.0 or newer is used to run the reports

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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