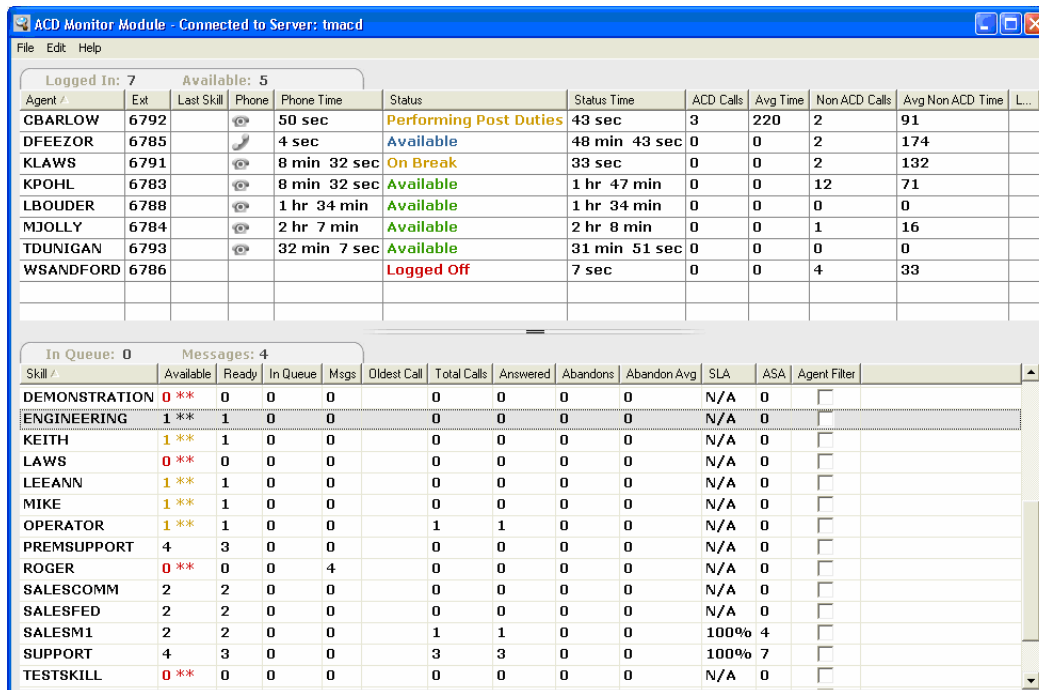


## The TM-2000 IP Supervisory Listen & View Supervisor Monitoring of Agents



Agent /	Ext	Last Skill	Phone	Phone Time	Status	Status Time	ACD Calls	Avg Time	Non ACD Calls	Avg Non ACD Time	L...
CBARLOW	6792			50 sec	Performing Post Duties	43 sec	3	220	2	91	
DFEEZOR	6785			4 sec	Available	48 min 43 sec	0	0	2	174	
KLAWS	6791			8 min 32 sec	On Break	33 sec	0	0	2	132	
KPOHL	6783			8 min 32 sec	Available	1 hr 47 min	0	0	12	71	
LBOUDER	6788			1 hr 34 min	Available	1 hr 34 min	0	0	0	0	
MJOLLY	6784			2 hr 7 min	Available	2 hr 8 min	0	0	1	16	
TDUNIGAN	6793			32 min 7 sec	Available	31 min 51 sec	0	0	0	0	
WSANDFORD	6786				Logged Off	7 sec	0	0	4	33	

Skill /	Available	Ready	In Queue	Mgs	Oldest Call	Total Calls	Answered	Abandons	Abandon Avg	SLA	ASA	Agent Filter
DEMONSTRATION	0 **	0	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
ENGINEERING	1 **	1	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
KEITH	1 **	1	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
LAWS	0 **	0	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
LEEANN	1 **	1	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
MIKE	1 **	1	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
OPERATOR	1 **	1	0	0	1	1	0	0	0	N/A	0	<input type="checkbox"/>
PREMSUPPORT	4	3	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
ROGER	0 **	0	0	4	0	0	0	0	0	N/A	0	<input type="checkbox"/>
SALESCOMM	2	2	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
SALESFED	2	2	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>
SALESM1	2	2	0	0	1	1	0	0	0	100%	4	<input type="checkbox"/>
SUPPORT	4	3	0	0	3	3	0	0	0	100%	7	<input type="checkbox"/>
TESTSKILL	0 **	0	0	0	0	0	0	0	0	N/A	0	<input type="checkbox"/>

T-Metrics provides the first fully integrated service observation position for the supervisor of agents.

The TM-2000 IP Supervisor Monitoring Position allows the supervisor to view real-time data on call-handling statistics like total ACD and non-ACD calls and state and status duration. With the addition of the **Supervisory Listen & View HASP® key**, the supervisor can now hear and view the activity of any of the agents (*NOTE: Each monitored agent must have a T-Metrics Agent TAP, SoftPhone or Console at his/her position*)

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

Supervisory Listen and View Screen  
 Uncluttered, well-defined screen layout makes the module easy to use

# Supervisory Listen & View Benefits

- Allows a supervisor to observe the agent (who has a T-Metrics Agent TAP, SoftPhone or Console) without disturbing the agent's performance
- Provides accurate measurements of the agent's call handling
- Provides software addition to an existing Call Center 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 agent
- Provides the tools to significantly improve the quality of service being provided
- Easy and quick for anyone to learn

# Supervisory Listen & View Features

- Fully supported for use with all T-Metrics TM-2000 ACD interfaces
- Agents must be equipped with a T-Metrics Agent TAP, SoftPhone or Console and are connected to supervisor position via the LAN (Voice-over IP)
- PC-based, user-friendly interface
- Displays real-time statistics on call handling such as
  - State and state duration (i.e., on hook, off hook, ringing, on hold)
  - Status and status duration (i.e. available, logged off, etc)
- Total calls and average duration of both ACD and non-ACD calls
- Allows remote monitoring of the agent's conversation and of the agent 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 agent position)
- Display settings higher than 256 colors
- Sound device

**NOTE:** The Supervisory Listen & View requires each monitored agent to have a T-Metrics Agent TAP, SoftPhone or Console at his/her position

# 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

# Supervisory Listen & View Screen Highlights

ACD Monitor Module - Connected to Server: tmacd

Logged In: 7 Available: 5

Agent /	Ext	Last Skill	Phone	Phone Time	Status	Status Time	ACD Calls	Avg Time	NonACD Calls	Avg NonACD Time	L...
CBARLOW	6792			50 sec	Performing Post Duties	43 sec	3	220	2	91	
DFEEZOR	6785			4 sec	Available	48 min 43 sec	0	0	2	174	
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LBOUDER	6788			1 hr 34 min	Available	1 hr 34 min	0	0	0	0	
MJOLLY	6784			2 hr 7 min	Available	2 hr 8 min	0	0	1	16	
TDUNIGAN	6793			32 min 7 sec	Available	31 min 51 sec	0	0	0	0	
WSANDFORD	6786				Logged Off	7 sec	0	0	4	33	

In Queue: 0 Messages: 4

Skill /	Available	Ready	In Queue	Msgs	Oldest Call	Total Calls	Answered	Abandons	Abandon Avg	SLA	ASA	Agent Filter
DEMONSTRATION	0 **	0	0	0	0	0	0	0	0	N/A	0	
ENGINEERING	1 **	1	0	0	0	0	0	0	0	N/A	0	
KEITH	1 **	1	0	0	0	0	0	0	0	N/A	0	
LAWS	0 **	0	0	0	0	0	0	0	0	N/A	0	
LEEANN	1 **	1	0	0	0	0	0	0	0	N/A	0	
MIKE	1 **	1	0	0	0	0	0	0	0	N/A	0	
OPERATOR	1 **	1	0	0	1	1	0	0	0	N/A	0	
PREMSUPPORT	4	3	0	0	0	0	0	0	0	N/A	0	
ROGER	0 **	0	0	4	0	0	0	0	0	N/A	0	
SALESCOMM	2	2	0	0	0	0	0	0	0	N/A	0	
SALESFED	2	2	0	0	0	0	0	0	0	N/A	0	
SALESM1	2	2	0	0	1	1	0	0	0	100%	4	
SUPPORT	4	3	0	0	3	3	0	0	0	100%	7	
TESTSKILL	0 **	0	0	0	0	0	0	0	0	N/A	0	

## Supervisor's Primary Screen Showing Agent's Current Performance

mikedesktop

T-Metrics ACD Agent -- T-METRICSWJOL...

File Edit Agent Skill Information Help

Current Status: **Performing Post Duties**  
 Available [Change]

Caller ID: \_\_\_\_\_ Time in Queue: \_\_\_\_\_ Skillset: \_\_\_\_\_

Skillset Status Callbacks: 0 Total: 0

Skill /	Calls	CallBacks	Available	Ready
AFSupport	0	0	1	1
Mike	0	0	0	0
PremSupport	0	0	1	1
Support	0	0	1	1

Agent Status Total: 7 Available: 4

Agent /	Phone	Position
BBEARDEN		Available
RPOHL		Available
KPOHL		Available
MJOLLY		Performing Post Duties
LBOUDER		Available
KLAWS		Out To Lunch
DOKEEFFE		Performing Post Duties

Connected to Server: 192.168.1.13

Messaging Emergency

T-METRICS www.tmetrics.com

start [Taskbar icons] 1:51 PM

## Supervisor Can Remotely View an Agent's Screen from Another PC

# Supervisory Listen & View Components

Because T-Metrics provides both the hardware and software, our customers are guaranteed a single source for immediate solutions to all their needs.



Supervisory Listen & View  
HASP® Key

## Available Service and Support

- Turnkey on-site installation of T-Metrics products
- On-site agent, supervisor and key person training
- Application consulting and development
- Coordination of related work efforts with staff, consultants and vendors throughout the design and implementation
- Annual Extended-Hours Software Subscription Service (SSS) providing unlimited access to the T-Metrics support team during the hours of 8 am to 10 pm ET, software updates, extension of hardware warranty, ongoing agent training via the Web, a 24/7 emergency number for T-Metrics-defined emergencies and changes to menus and trees.
- One-year warranty on T-Metrics-provided hardware, which is extended annually through the SSS program.

## 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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