

Operator Consolidation & Speech-driven Routing

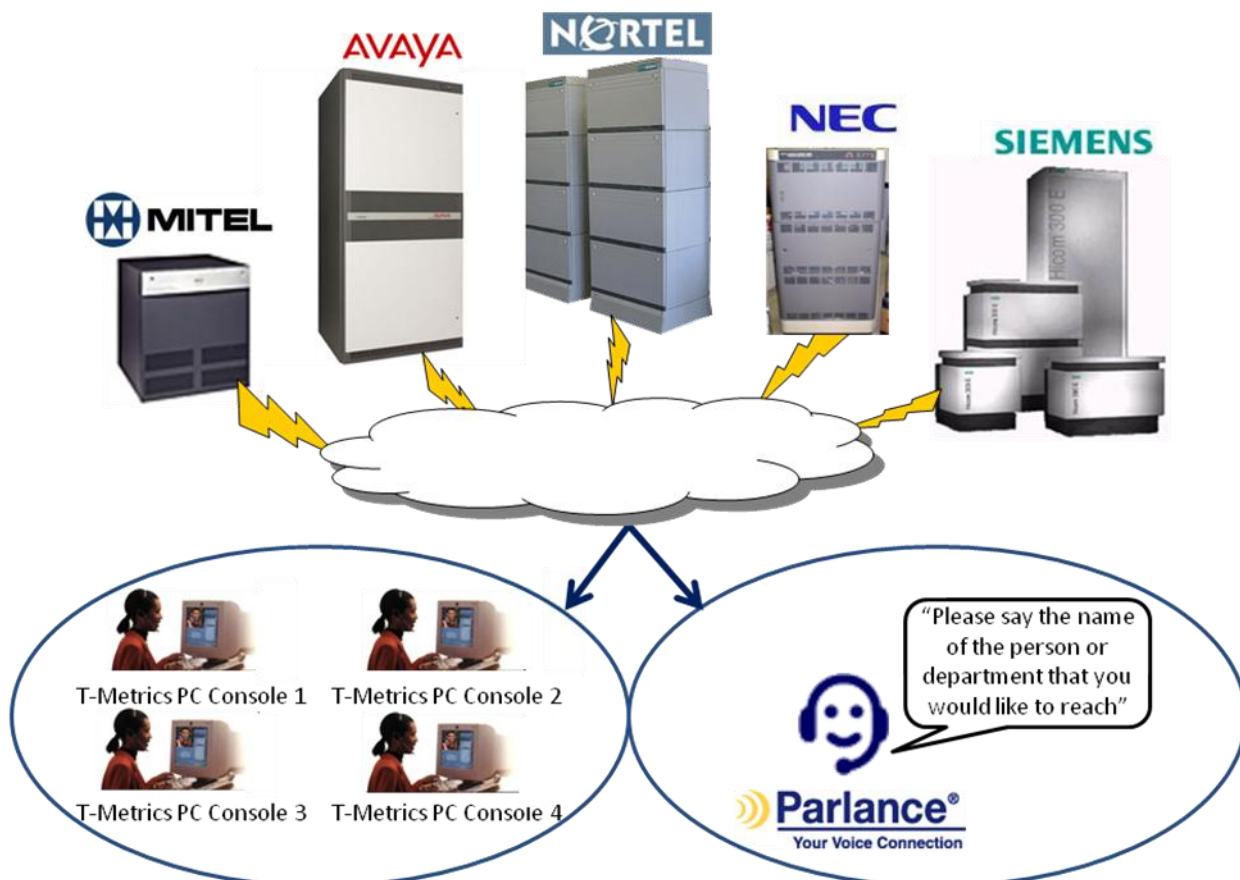
The joint development between T-Metrics and Parlance merges two industry leaders and combines the most innovative PC Console technology with the most trusted speech-driven call routing. This union provides multi-site hospital organizations with the most advanced tools for seamlessly cohesive routing of incoming callers.

Operator Staffing Efficiency Benefits:

- **Pool Operators** - Pool Operators across multi-platform, dissimilar telecommunication systems and eliminate redundancy created by multiple Operator centers.
- **Reduce Operator calls** – Decrease up to 90% of calls requiring Operator intervention with speech recognition
- **Operator location flexibility** – Operators can be located anywhere
- **Workload sharing** – Enterprise-wide Operator workload sharing and redundancy elimination
- **24/7 call routing** – Speech recognition provides 24/7 call answering
- **Time zone allowances** – Provides saving through Operator staffing by time zone

Improved Customer Service:

- **Ensure specialized care** – Callers that choose to route themselves with speech recognition free Operators to assist other callers that require specialized attention
- **Enterprise-wide call routing control** – Full control of enterprise-wide call routing to Operators by priorities, skills, groups, time-of-day, day-of-week, holiday, etc.
- **Premier Operator tools** – PC Console and speech engine directory integration

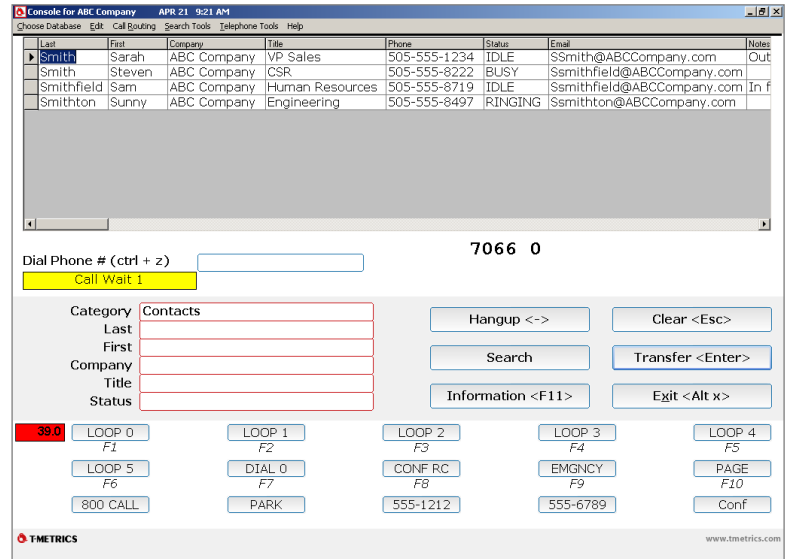


PC Console Interface

The T-Metrics COAS PC Console user interface enables Operators to answer system-wide calls intended for multiple locations and switch types. The PC Consoles automate the steps Operators regularly perform, lessening the time and effort needed to perform routine operations.

PC Operator Console features include:

- Digital or IP interfaces
- Database(s) look-ups & transfers
- HL7 interface for patient data
- Call Reports Package
- Call recording
- Pre-recorded Operator greetings
- An Information Directory to organize Operator responses to callers
- SNPP Paging interface



Supported Telecommunication Platforms

- Nortel CS 2000 / 2100
- DMS-100 / SL-100
- Nortel CS 1000 / Options 11-81
- Avaya
- Siemens
- Mitel
- NEC
- Alcatel/Lucent

About T-Metrics

Since 1989, **T-Metrics, Inc.**, 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 site PC Console installations to multi-site Operator consolidation services and call centers.

About Parlance

Parlance Corporation improves enterprise communication by simplifying connections between people. Since 1996, Parlance's flagship nameConnector Service has allowed callers to simply say the name to get connected – saving money and increasing caller satisfaction. Our clients include Fortune 500 companies, as well as top-ranked hospitals and universities. By leveraging superior technology, extensive tools, and expertise through a personalized managed service approach, we ensure that every solution we deploy just works.

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