

PhoneGroups™ IP Console for CS 2000/2100

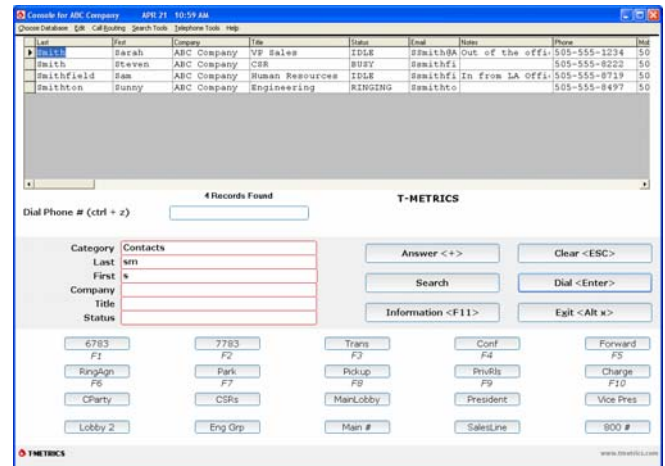
“Improve Customer Service”

T-Metrics combines its powerful PC-based PhoneGroups™ Operator Console Software with the Nortel IP Phone 2004, allowing operators to assist callers more quickly with an even higher level of customer service.

The PhoneGroups™ IP Console for CS 2000/2100, a **Nortel Compatible Product**, automates the steps the operator regularly performs, lessening the time and effort needed for routine operations.

The available features include: 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; call reports; recording of calls (requires TAP Box); and pre-recorded standard greetings to callers in the operators own voice (requires TAP Box).

The Information Directory can also be incorporated into the PC interface to further increase productivity and decrease response time.



IP Console for
 CS 2000/2100 Screen
 Uncluttered, well-defined screen
 layout makes the Console easy to
 use

IP Console for CS 2000/2100 Benefits

- Faster call-handling time – calls reach their destination quicker and with more accuracy
- Improved customer service
- Intuitive keyboard layout simplifies training process and speeds operator’s call-handling time
- TAP Box plugs into existing IP Phone 2004 – no need for extensive cutover planning
- Nortel CS 2000 and CS 2100 compatible – easy to configure and install
- Easy and quick for anyone to learn
- Calls can be queued with optional TM-2000 IP ACD

IP Console for CS 2000/2100 Features

- 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 either the keyboard or mouse, whichever our customers prefer
- “Hot key” functions are easy to use and speed up call processing
- Easily accessed Information Directory provides operator with additional data for callers
- Nortel IP Phone 2004 continues to function if PC loses power
- Quick one- or two-step call transfers and set-up of conference calls
- Training Wizard makes Console quick and easy to learn and provides self-training for new operators
- Pre-recorded greeting in operator’s voice to deliver consistent, professional first impressions to callers (*NOTE: requires TAP Box*).
- Full-time recording of calls for quality control that can be reviewed later (*NOTE: requires TAP Box*).
- Custom Database(s) combined into one resource, providing uniform interface
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function
- *Optional Supervisor Monitoring Position* provides monitoring of operators (*NOTE: requires a TAP Box at each operator position*)

Custom Database Information

- Allows an operator to use organization’s existing data, freeing the operator from maintaining separate data; this data can originate in almost any format
- Organization’s existing data can be enhanced for more efficient operator use
- Fields displayed are only the ones needed by operator
- Data can reside on a server “down the hall” or “halfway around the world”
- Separate locations, using separate dialing plans, can use the same data
- Automated nightly updates can be set up from source data

PC Requirements

- IBM PC-compatible
- 3.0 GHz processor or better *
- Windows XP
- Two USB ports
- 100 Mb hard drive capacity
- Full size 101/104 keyboard with number pad

- 1 GB RAM or better
- Network interface card (NIC) for T LAN (two NICs if Console is Enhanced version and PC network is over a separate LAN)
- CD-ROM drive (or access to one over a LAN)

*If purchasing new PCs for the IP Console application, it is highly recommended that a 2.8GHz Dual Core Processor (or better) be purchased for best performance, rather than the 3.0 GHz processor.

Telephone Requirements

- CS 2000 Centrex Service (CICM on a DMS-100)
OR CS 2100 PBX (IPCM on a SL-100)
- Release SN09 or later for CS 2000
OR Release SE09 or later for CS 2100

- Nortel IP Phone 2004
- Telephony features such as: transfer, conference, etc. should be included in the Nortel IP Phone 2004 programming

IP Console for CS 2000/2100 Screen Highlights

Information Directory provides additional data in easy-to-read list format

Caller ID and Call Reason Display

Intuitive keyboard orientation

Ring counter

Console for ABC Company APR 21 11:00 AM
 Choose Database Edit Call Routing Search Tools Telephone Tools Help

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Ronnie 6781

Dial Phone # (ctrl + z)

Category: Contacts

Last: []

First: []

Company: []

Title: []

Status: []

Information <F11>

Answer <+> Clear <ESC>

Search

Exit <Alt x>

Ring2 6783 7783 Trans Conf Forward

F1 F2 F3 F4 F5

RingAgn Park Pickup PrivRls Charge

F6 F7 F8 F9 F10

CParty CSRs MainLobby President Vice Pres

Lobby 2 Eng Grp Main # SalesLine 800 #

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Incoming Call Screen

Search results – use arrow key to select correct name

Search parameters – minimal information needed

Ready to transfer with a press of the <Enter> key

Console for ABC Company APR 21 10:59 AM
 Choose Database Edit Call Routing Search Tools Telephone Tools Help

Last	First	Company	Title	Status	Email	Notes	Phone	Mo
Smith	Sarah	ABC Company	VP Sales	IDLE	SSmith@A	Out of the offi	505-555-1234	50
Smith	Steven	ABC Company	CSR	BUSY	Ssmithfi		505-555-8222	50
Smithfield	Sam	ABC Company	Human Resources	IDLE	Ssmithfi	In from LA Offi	505-555-8719	50
Smithton	Sunny	ABC Company	Engineering	RINGING	Ssmithto		505-555-8497	50

4 Records Found

T-METRICS

Dial Phone # (ctrl + z)

Category: Contacts

Last: sm

First: s

Company: []

Title: []

Status: []

Information <F11>

Answer <+> Clear <ESC>

Search

Dial <Enter>

Exit <Alt x>

6783 7783 Trans Conf Forward

F1 F2 F3 F4 F5

RingAgn Park Pickup PrivRls Charge

F6 F7 F8 F9 F10

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Lobby 2 Eng Grp Main # SalesLine 800 #

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After a Call Is Answered & Search

IP Console for CS 2000/2100 Components

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



IP Console HASP® Key

TAP Box for Operator Greetings and Call Recording



TAP Front View



TAP Rear View

Plus PhoneGroups™ software, direct-connect headset, manuals and all necessary cables

Available Service and Support

- Turnkey on-site installations of T-Metrics products
- Design and implementation of database import
- Database update automation set-up
- On-site operator, supervisor and key person training
- Annual Software Subscription Service providing unlimited access to the T-Metrics support team during normal business hours, software updates, extension of hardware warranty and ongoing operator training via the Web
- Annual Extended Hours Software Subscription Service option that provides additional hours to talk with the support team, changes to existing Console database(s) and a 24/7 emergency number for T-Metrics-defined emergencies

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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