

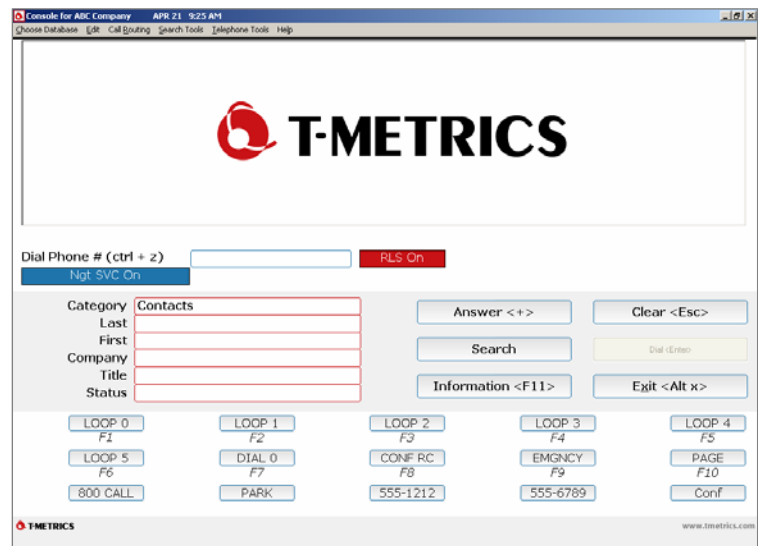
PhoneGroups™ M2250 Operator Attendant Console

“Improve Customer Service”

The PhoneGroups™ M2250 Console, a **Nortel Compatible Product**, allows operators using the Nortel M2250 Attendant Console to assist callers more quickly with an even higher level of customer service. This T-Metrics PC Console automates the steps the operator regularly performs, lessening the time and effort needed to perform 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; the Information Directory; and call reports. The TAP Box allows recording of calls and pre-recorded standard greetings to deliver consistent and professional first impressions to callers.

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



M2250 Console Screen
 Uncluttered, well-defined screen layout
 makes the Console easy to use

M2250 Operator Attendant Console 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 connects directly to customer’s Nortel hardware – no new wiring needed
- Nortel Meridian options 11 to 81C and CS 1000 compatible – easy to configure and install
- Easy and quick for anyone to learn

M2250 Operator Attendant Console 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
- Networked Console System
- Custom database(s) combined into one resource, providing uniform interface
- “Hot key” functions are easy to use and speed up call processing
- Easily accessed Information Directory provides operator with additional data for callers
- 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
- TAP Box allows pre-recorded greeting in operator’s voice to deliver consistent, professional first impressions to callers and full-time recording of calls for quality control that can be reviewed later.
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function
- *Optional* IP BLF Server allows operator to monitor hundreds of additional BLF keys.
- *Optional* Supervisor Monitoring Position provides monitoring of operators (*NOTE: requires a TAP Box at each operator position*).

Database Information

- Allows the 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 updates can be set up from source data

PC Requirements

- IBM PC-compatible
- 2.0 GHz processor
- Windows XP
- Standard serial port
- 50 MB of available hard-disk space (add 5 MB for each additional 10,000 records)

- Full size 101/104 keyboard with number pad
- Two USB ports
- Windows-compatible mouse
- 512 MB of RAM
- CD-ROM drive (or access to one over a LAN)

Telephone Requirements

- Nortel Meridian 1 PBX or CS 1000
- A *working* M2250 Attendant Console

- M2250 translation set up in the switch

M2250 Operator Attendant Console Screen Highlights

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

Queues with Calls

Call Waiting Indicator

Intuitive Keyboard Orientation

7066 0

Dial Phone # (ctrl + z)

Call Wait 1

Category: Contacts

Last:

First:

Company:

Title:

Status:

Buttons: Answer <+>, Clear <Esc>, Search, Dial, Information <F11>, Exit <Alt x>

Function Keys: LOOP 0 (F1), LOOP 1 (F2), LOOP 2 (F3), LOOP 3 (F4), LOOP 4 (F5), LOOP 5 (F6), CONF RC (F7), EMGNCY (F8), PAGE (F9), 800 CALL (F10), PARK, 555-1212, 555-6789, ON, DIAL 0, Conf

TMETRICS www.tmetrics.com

Calls in Queue

Search results – use arrow key to select correct name

| Last | First | Company | Title | Phone | Status | Email | Notes |
|------------|--------|-------------|-----------------|--------------|---------|----------------------------|-------|
| Smith | Sarah | ABC Company | VP Sales | 505-555-1234 | IDLE | Ssmith@ABCCompany.com | Out |
| Smith | Steven | ABC Company | CSR | 505-555-8222 | BUSY | Ssmithfield@ABCCompany.com | |
| Smithfield | Sam | ABC Company | Human Resources | 505-555-8719 | IDLE | Ssmithfield@ABCCompany.com | In f |
| Smithton | Sunny | ABC Company | Engineering | 505-555-8497 | RINGING | Ssmithton@ABCCompany.com | |

OPTIONAL Busy Lamp Field

Caller ID

7066 0

Dial Phone # (ctrl + z)

Call Wait 1

Category: Contacts

Last:

First:

Company:

Title:

Status:

Buttons: Hangup <->, Clear <Esc>, Search, Transfer <Enter>, Information <F11>, Exit <Alt x>

Function Keys: 39.0, LOOP 0 (F1), LOOP 1 (F2), LOOP 2 (F3), LOOP 3 (F4), LOOP 4 (F5), LOOP 5 (F6), DIAL 0 (F7), CONF RC (F8), EMGNCY (F9), PAGE (F10), 800 CALL, PARK, 555-1212, 555-6789, Conf

TMETRICS www.tmetrics.com

Search parameters – minimal information needed

Time on Call

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

After a Call Is Answered & Search

M2250 Operator Attendant Console Components

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



M2250 Console HASP® Key

TAP Box for Operator Greetings and Call Recordings

Plus PhoneGroups™ software, headset, amp, manuals, Console Stand and all necessary cables



TAP Front View



TAP Rear View

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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