



T-Metrics' PC-based PhoneGroups™ M2250 Operator Attendant Console Increases Operator Productivity

T-Metrics' PC-based PhoneGroups M2250 Operator

Attendant Console provides a fully integrated add-on unit for the Nortel M2250. The PhoneGroups M2250 Console automates the steps operators regularly perform, reducing the time and effort needed to perform routine operations, while providing easy access to all M2250 features.

functions such as answering, transferring and dialing. As a result of minimal key press functions, an operator can provide faster and more accurate information to callers, as well as faster and more accurate transfers to callers' intended destinations. Call information is readily available, informing the operator whether the call is inside or outside the organization, a recall of a previous transfer, etc.

The PhoneGroups M2250 Console can be set up to keep the operator in sync with the most up-to-date information. In addition, the T-Metrics "tree-level" Access Information Manager package is incorporated into the M2250 Console, giving the operator access to many other types of information such as maps, diagrams and forms. This further increases the productivity and decreases the response time of the operator.

A robust system design provides availability and reliability service levels that approach 100%. For example, the Console uses database replication, combined with industry standard methods and components, to achieve this high level. Each Console position becomes a database backup of the master database and, because each Console position is a fully independent package on each operator's PC, computer network interruptions have a very minimal effect.

The M2250 Console provides full-time recording of calls for quality control and prerecorded greetings in the operator's voice. Using prerecorded greetings to manage the repetitive function of greeting callers keeps the



Used in conjunction with the Nortel M2250 Attendant Console, the T-Metrics PhoneGroups M2250 Operator Attendant Console enhances the features and benefits of the Nortel M2250. This PC-based Console is user-friendly and brings the power of the PC to the operator's call-handling process.

The Console features include: quick name look-ups; various search options of multiple databases for callers who can provide only minimal details about whom he/she is trying to reach; the Information Directory; call reports; recording of calls; and pre-recorded standard greetings to deliver consistent and professional first impressions to callers

The M2250 Console's PC-based interface and strong keyboard orientation makes for quick call handling and automation of common

Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

operator's "ten o'clock" voice all day.

Call logs for reports of every call made to and from a Console position are produced. These call logs are stored on a network server, thus producing detailed call reports that cover all the operators. And, because all T-Metrics-generated files are in a Microsoft Access database format, standard or customized performance reports are easily printed on a scheduled or ad hoc basis.

The T-Metrics PC-based PhoneGroups™ M2250 Operator Attendant Console is the solution for increasing operator productivity and providing efficient call response, while supporting the features and benefits of the Nortel M2250. This combination results in highly satisfied operators and callers.

Primary Benefits include:

- 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 call-handling time
- Connects to existing Nortel M2250 - no new wiring needed
- Redundancy - because the console requires an M2250 as a connection point, the console remains in place in the event of an unplanned outage
- Easy and quick for anyone to learn

Primary Features include:

- Full support of all Nortel M2250 features
- Custom database(s) combined into one resource, providing uniform interface
- Call handling and automation of common functions, such as answering, transferring and dialing, can be quickly performed using either the keyboard or mouse, whichever the user prefers
- "Hot key" functions are easy to use and speed up call processing

- Enhanced DTMF dialing
- Full-time recording of calls for quality control that can be reviewed later
- Pre-recorded greeting in operator's voice to deliver consistent professional first impressions to callers
- Training Wizard makes Console quick and easy to learn and provides self-training for new operators
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator functions

Company Information

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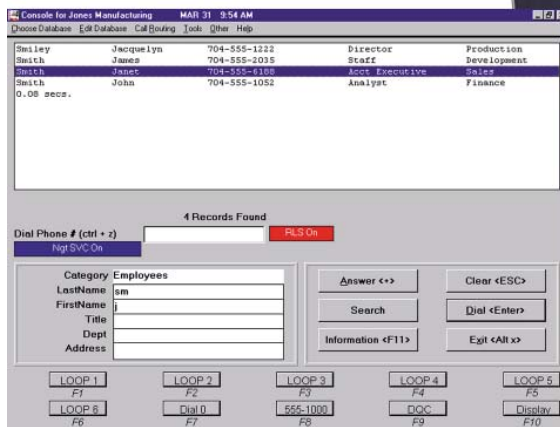
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For all inquiries on this product, please provide the following reference code: TM-2250



Compatibility Information:

PhoneGroups M1 PCCIU Console release 1.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at: www.nortel.com/prd/dpp/product/prodpages/z5754.html



www.nortel.com/compatible

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