



T-Metrics IP Console Provides Enhanced Attendant Services for CS 1000

T-Metrics combines its powerful PC-based PhoneGroups™ software with a USB headset – no other equipment needed – allowing operators to assist callers more quickly with an even higher level of customer service.

PhoneGroups IP Console for Communication Server 1000 (CS 1000) automates regularly performed operator procedures, decreasing the time and effort required for routine operations.

more accurate information to callers, as well as faster and more accurate transfers. 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 IP Console can be set up to keep the operator in sync with the most up-to-date information. The T-Metrics “tree-level” Information Manager package can also be incorporated into the 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.

Robust system designed 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 position is a fully independent package on each operator’s PC, computer network interruptions have a very minimal effect.

The PhoneGroups IP Console provides full time recording of calls for quality control and prerecorded greetings in the operator’s voice to manage the repetitive function of greeting callers, which keeps the operators’ “ten o’clock” voice all day.

Call logs 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

Used with a PC USB headset and no other equipment, the PhoneGroups™ IP Console brings the power of the PC to the operator’s call-handling process.

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; call reports; recording of calls; and pre-recorded standard greetings to deliver consistent and professional first impressions to callers.

The IP Console’s PC-based interface and strong keyboard orientation make for quick call handling and automation of common functions such as answering, transferring and dialing. As a result of minimal key press functions, an operator can provide faster and



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.

database format, standard or customized performance reports are easily printed on a scheduled or ad hoc basis.

The T-Metrics PC-based PhoneGroups IP Console for CS 1000 is the solution for increasing operator productivity and providing efficient call response for users of the CS 1000 with Release 4.0 or higher. 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
- Intuitive keyboard layout simplifies training process and speeds operator's call-handling time
- Connects directly to customer's Nortel T LAN - no hardware or new wiring needed
- Easy and quick for anyone to learn
- Improved customer service
- Answer calls from anywhere; for example, the operator can be set up to work at home over the Internet

Console Features include:

- 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
- Custom database(s) combined into one resource, providing uniform interface
- "Hot key" functions are easy to use and speed up call processing
- Quick one- or two-step call transfers and set-up of conference calls
- Training Wizard makes the Console quick and easy to learn and provides self-training for new operators

- 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
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator functions

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For all inquiries on this product,
please provide the following
reference code: TMM11P



Compatibility Information:

PhoneGroups IP Console for CS 1000 release 4.0 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/z5997.html

NORTEL
Compatible Product

www.nortel.com/compatible

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