

## Consolidated Operator Answering System

The **Consolidated Operator Answering System (COAS)** enables multi-site organizations to consolidate Operator resources. The COAS solution coordinates call routing to Operators in a manner that meets the needs of the entire organization, while providing each Operator with location flexibility through SIP PC Console endpoints. The result is a streamlined, highly productive and effective Operator services team. And, all this can be achieved in a mixed-vendor switch environment. The innovative COAS removes the barriers between dissimilar telecommunication platforms and provides complete call routing control across your multi-site organization.

- Create new efficiencies through organization-wide Operator workload sharing and the elimination of redundancy created by multiple Operator centers
- Maximize current telecommunications switching hardware and software investments with a platform agnostic solution
- Improve Operator retention with support for Operator location flexibility (i.e. on-site, at home, etc.)

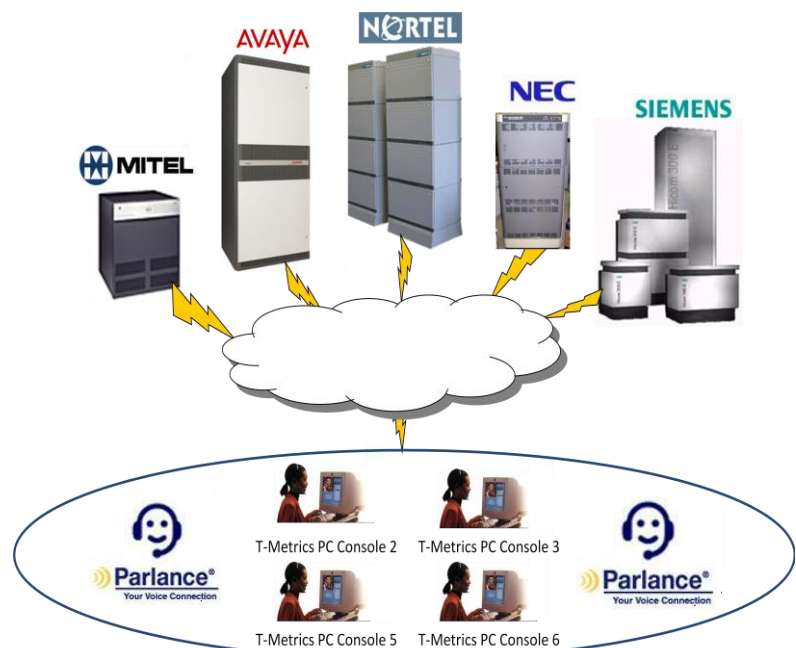
The **enhanced Consolidated Operator Answering System (eCOAS)** further improves Operator utilization as it reduces aggregate call volume to Operators and allows the Operators to focus entirely on those callers that truly require specialized care. eCOAS, a joint development between T-Metrics and Parlance, combines the most innovative PC Console technology with the most trusted speech-driven call routing solution. The speech-driven call routing solution provided by eCOAS enables callers to connect quickly, easily and without operator intervention by simply speaking the name of the desired destination. The unmatched expertise and performance management bundled with eCOAS ensures a speech recognition solution that outperforms any other.

- Produce significant, measurable savings by offloading the Operator of routine caller requests
- Improve service levels with consistent call answer within two rings and 7x24 availability, including holidays
- Increase staff productivity by simplifying telephone access to enterprise resources

### Multi-platform support

Support for a broad range of telecommunications platforms means COAS is a solution you can implement today without costly upgrades to any particular site. Additionally, the support for IP telephony ensures COAS is a solution you can use in tomorrow's voice network.

Ask a T-Metrics representative today about the Consolidated Operator Answering System and how you can begin achieving an immediate Return-On-Investment (ROI) while improving customer service.

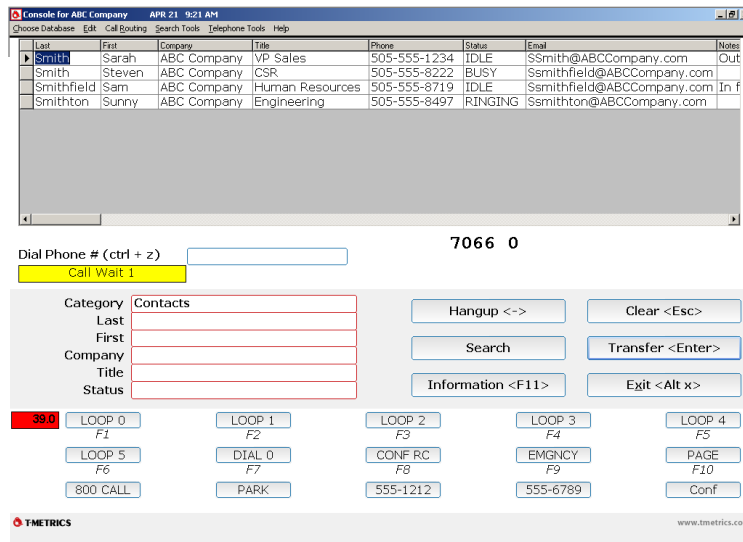


## COAS PC Console Interface

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 look-ups and various search options
- Call reports package
- Pre-recorded Operator greetings
- Call recording
- Advanced features such as multiple loop keys
- Information Directory to organize responses to callers



## Available Service and Support

- Turnkey on-site installations by T-Metrics
- Design and implementation of database import and update process
- 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 providing additional hours to talk with the support team, a 24/7 emergency number

## About T-Metrics

Since 1989, T-Metrics, a Developer Partner of leading switch vendors, has been a premier 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 unified communication applications from single site PC Console installations to multi-site Operator consolidation services and small to large Contact Call centers. T-Metrics also offers many Best of Breed market specific plug-ins for our products to further enhance our customers' experience.

## 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.

## For More Information

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