

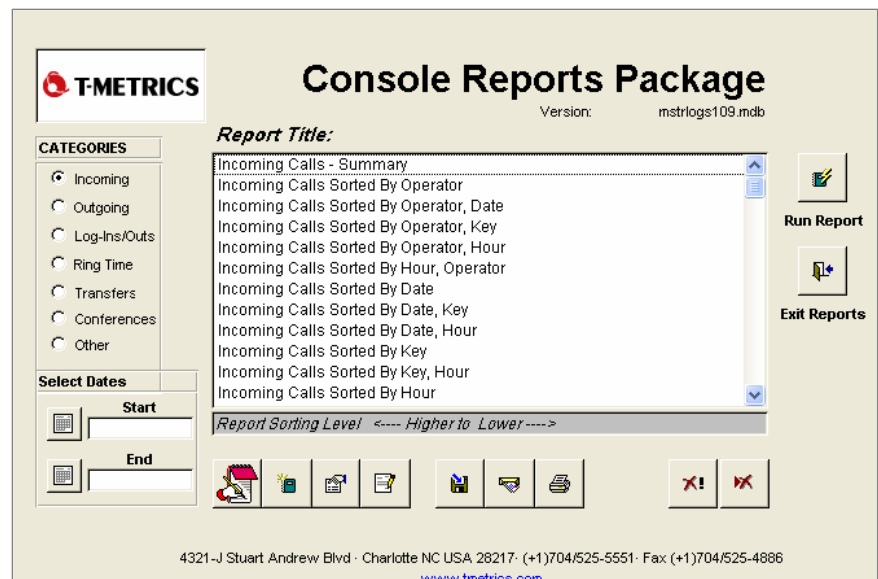
The PhoneGroups™ Console Reports Package

“Improve Customer Service”

Tired of not knowing which operator is answering the most calls? Frustrated with not knowing the most popular destinations requested by your callers? Interested in finding out from where most of the calls originate?

If you are ready to be empowered with accurate call reports ranging from summaries like comparing which hours of the day are your busiest and how your operators share the workload to detailed listings of the calls that each operator has handled, then it is time to install a T-Metrics PhoneGroups Console system.

All PhoneGroups systems include the full-featured Console Reports Package. With its simple interface, you will find yourself reviewing almost any type of operator-based reports you need in no time.



PhoneGroups Console Reports Package
 Uncluttered, well-defined screen layout makes the reports easy to use

Console Reports Package Benefits

- Full range of reports tells you how well your operators work as a group; how well they work individually (compared to each other); and how well they service your callers.
- Summary reports let you quickly review performance and detailed reports let you investigate anomalies.
- Simple GUI screen makes selecting and running reports a breeze.
- As new reports are added to the package, upgrading to the next version is simple. Drop the new reports package in the same directory as the old one, and everything is automated.
- Easy and quick for anyone to learn.

Console Reports Package Screen Highlights

Console reports category selection

Partial List of reports in selected category

Displays Calendar form for selecting dates

Intuitive graphical interface

Run Report

Exit Reports

T-METRICS Console Reports Package
Version: mstrlogs109.mdb

Report Title:
Incoming Calls - Summary

- Incoming Calls Sorted By Operator
- Incoming Calls Sorted By Operator, Date
- Incoming Calls Sorted By Operator, Key
- Incoming Calls Sorted By Operator, Hour
- Incoming Calls Sorted By Hour, Operator
- Incoming Calls Sorted By Date
- Incoming Calls Sorted By Date, Key
- Incoming Calls Sorted By Date, Hour
- Incoming Calls Sorted By Key
- Incoming Calls Sorted By Key, Hour
- Incoming Calls Sorted By Hour

Report Sorting Level! <--- Higher to Lower --->

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Selecting a Report

Title of selected report

Body of report

Date Range of Report

T-Metrics Call Reports

Incoming Calls Sorted By Hour

	Total Calls	Total Duration	Average Duration	Average Ring Time	Total Transfers
7:00 AM	1	34	34	24	0
8:00 AM	156	5,980	38	6	30
9:00 AM	228	9,539	40	6	165
10:00 AM	254	9,691	38	5	198
11:00 AM	247	9,970	40	6	172
12:00 PM	211	9,037	43	7	143
1:00 PM	233	9,890	42	8	156
2:00 PM	246	9,866	40	6	161
3:00 PM	219	8,862	41	8	131
4:00 PM	143	4,219	37	6	100
5:00 PM	2	10	5	2	0
Grand Total	1,947	77,897	40	6	1,316

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Sample Report: All Calls During Month, by Hour of Day

Console Reports Package Features

- Reports can be generated based upon single or multiple elements of call information, such as the date, day of the week, time of day, operator, length of call, caller ID, queue that calls were received on, transfer destinations, etc.
- Reports can be automatically attached to email messages
- Pre-selected reports can be automatically generated and emailed to specified recipients
- Sources of calls can be translated from cryptic key numbers to actual names
- Reports can be saved into many formats, such as RTF, HTM and MDB
- Almost every report's range can be customized by supplying a start and an end date
- Point and click calendar for selecting dates
- Microsoft Access format lets anyone add their own customized reports to the package

Requirements

- IBM PC-compatible
- Windows XP
- MS Access 2000 or newer is used to run the reports
- LAN privileges to the location where the "master" CallLogs.mdb file resides

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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