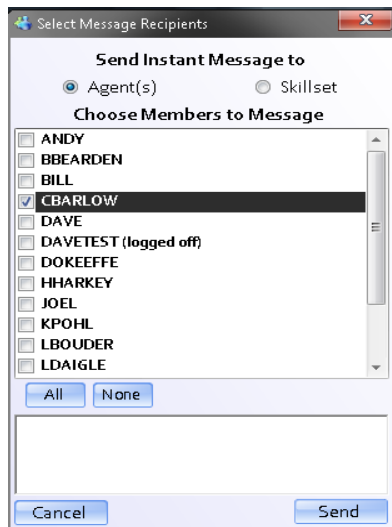




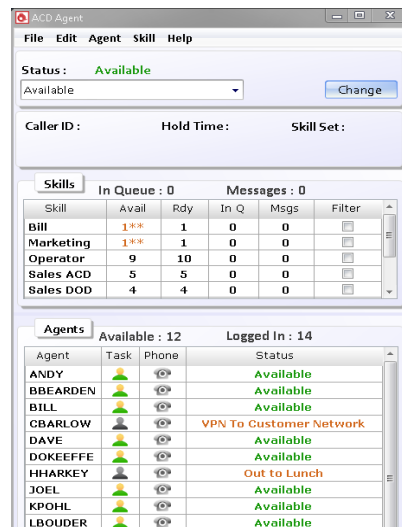
Unified Communications

What other Call Centers are just now realizing, but still cannot deliver on your legacy PBX.

T-Metrics has been delivering Unified Communications for the Call Center for over eight years. The components of UC are presence, point to point calling, chat and instant messaging. What does it mean to your Call center? Unified Communications allows companies to build a structure for integrating its people together through the adoption of presence and availability tools. Unified Communications breaks down silos so that agents have the ability to communicate with knowledge workers to get their callers request satisfied. For example, agent-like status can be extended to staff outside the contact center. This enables overflow coverage, expert-level tier support and at the same time takes advantage of queuing, skills-based routing, IM, reporting and availability (think presence). This function also has a direct bearing on increasing First Call Resolution. FCR satisfies callers, reduces work load, reduces cost and increases caller satisfaction.



Instant Messaging (IM)



Presence

Every time a T-Metrics Agent logs in to the ACD, he is establishing presence that tells the supervisor, co-workers, knowledge workers and management exactly what his state and status is. His availability, skill set, preference and performance are all communicated in real-time to people who need that information. This is the essence of Unified Communications. Unified Communications is standard with the T-Metrics ACD. You can get the T-Metrics ACD on your old legacy switch, without any upgrade required. You can use your existing telephones, analog, digital or IP. This is what T-Metrics delivers.