



# T-Metrics IP Console brings CTI to Nortel IP Phone 2004

T-Metrics combines its powerful PC-based PhoneGroups™ Operator Console software with the Nortel IP Phone 2004, allowing operators to assist callers more quickly with an even higher level of customer service. The T-Metrics IP Console automates the steps the operator regularly performs, lessening the time and effort needed for routine operations.

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.

The IP Console system is designed in a very robust manner to provide 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 IP Console allows for 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 (NOTE: requires the T-Metrics TAP Box).

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

The T-Metrics PC-based PhoneGroups IP Attendant Console is the solution for increasing operator productivity and providing efficient call response for users of the Nortel IP Phone 2004. This combination results in highly satisfied operators and callers.



Used with Nortel IP Phone 2004, the PhoneGroups™ IP Operator Attendant Console brings the power of the PC to the operator's call-handling process.

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 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 T-Metrics 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

**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.**

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
- The T-Metrics TAP Box plugs into existing IP Phone 2004 - no need for extensive cutover planning
- Nortel Centrex IP compatible - easy to configure and install
- Easy and quick for anyone to learn
- Improved customer service

Primary 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
- "Hot key" functions are easy to use and speed up call processing
- Nortel IP Phone 2004 continues to function if PC loses power
- 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
- Custom Database(s) combined into one resource, providing uniform interface

- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator functions
- Full-time recording of calls for quality control that can be reviewed later (NOTE: requires T-Metrics TAP Box)
- Pre-recorded greeting in operator's voice to deliver consistent, professional first impressions to callers (NOTE: requires T-Metrics TAP Box)

## Company Information

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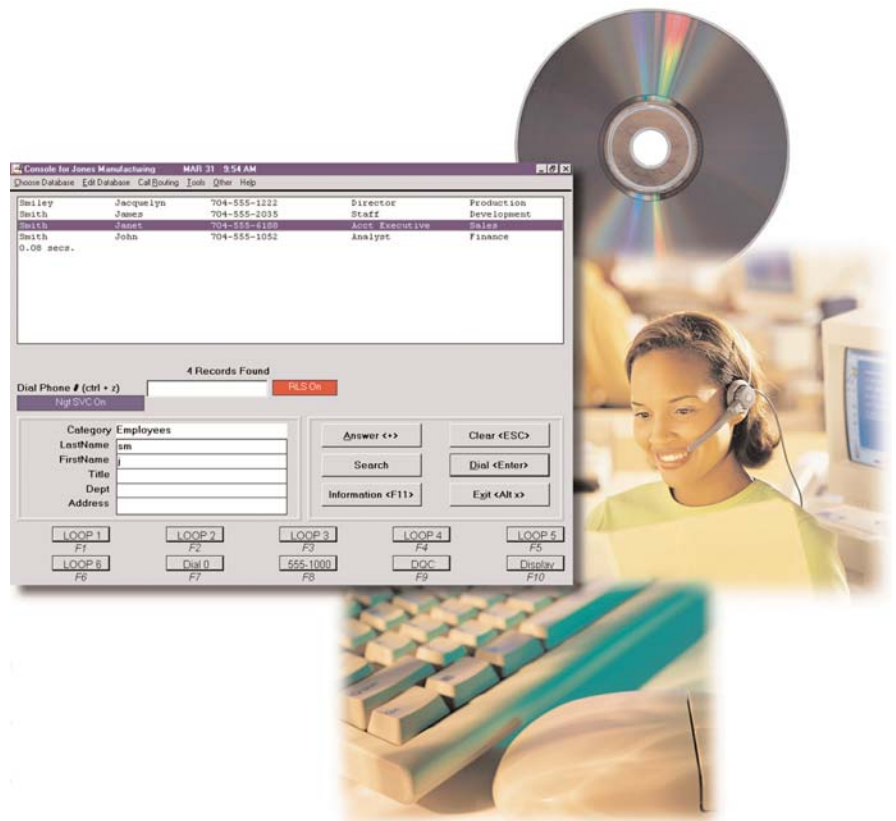
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For all inquiries on this product, please provide the following reference code: TM-IP



### Compatibility Information:

PhoneGroups IP Operator Attendant Console release 2.0 was verified as compatible with Communication Server 2000/2100 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/z5930.html](http://www.nortel.com/prd/dpp/product/prodpages/z5930.html)

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