



# T-Metrics PhoneGroups™ PCCIU Console brings CTI to Nortel's PC Console Interface Unit

The **PhoneGroups™ PCCIU Console** allows operators to assist callers more quickly with an even higher level of customer service. The Console automates the steps the operator regularly performs, lessening the time and effort needed to perform routine operations, and provides call recording and call reports.

The T-Metrics PCCIU Console can be set up to keep the operator in sync with the most up-to-date information. The "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.

The PCCIU Console provides full-time recording of calls for quality control and prerecorded greetings in the operator's voice. Using prerecording greetings to manage the repetitive function of greeting callers keeps the operator's "ten o'clock" voice all day.

The PCCIU Console system is designed in a very robust manner to provide availability and reliability service levels that approach 100%. 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.

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.



Used in conjunction with Nortel's PC Console Interface Unit (PCCIU), the replacement for the manufacture-discontinued M2250 Attendant Console, the PhoneGroups™ PCCIU Console brings the power of the PC to the operator's call-handling process.

The PCCIU 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.

**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.**

The T-Metrics PC-based PhoneGroups PCCIU Console is the solution for increasing operator productivity and providing efficient call response for users of the Nortel PC Console Interface Unit. 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
- Improved customer service
- Intuitive keyboard layout simplifies training process and speeds operator’s call-handling time
- Connects directly to customer’s Nortel PCCIU hardware – no new wiring needed
- Nortel Meridian options 11 to 81C and CS 1000 compatible – easy to configure and install
- Easy and quick for anyone to learn

Primary Features include::

- Networked Console System (i.e. consoles are networked together)
- Custom Database(s) combined into one resource, providing uniform interface
- Call handling and automation of common functions, such as answering, transferring and dialing, can be quickly performed using either the keyboard or mouse, whichever our customers prefer
- “Hot key” functions are easy to use and speed up call processing

- Easily accessed Information Directory provides operator with additional data for callers
- Pre-recorded greeting in operator’s voice to deliver consistent, professional first impressions to callers
- Full-time recording of calls for quality control that can be reviewed later.
- Quick one- or two-step call transfers and set-up of conference calls
- Training Wizard makes Console quick and easy to learn and provides self-training for new operators
- Complete operator call logs stored on network server
- Full-featured Console Reports Package quickly and easily provides management with accurate information of almost any type of operator function

## Company Information

Company Name:  
T-Metrics, Inc.

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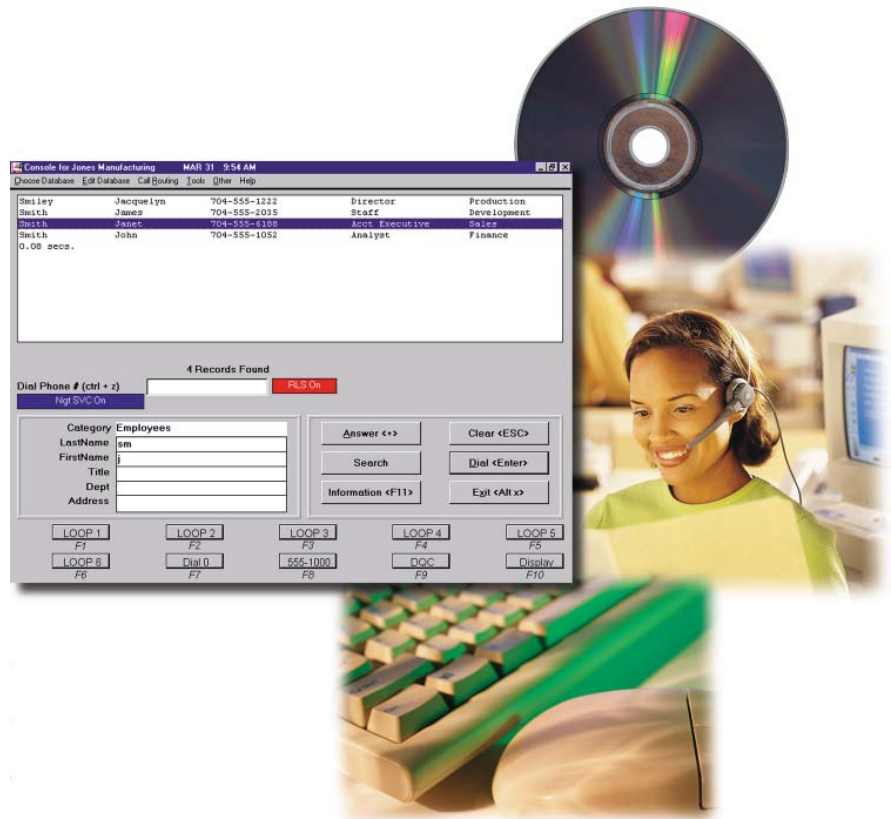
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For all inquiries on this product, please provide the following reference code: TM-PCCIU



### Compatibility Information:

PhoneGroups PCCIU Operator Attendant Console release 1.0 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/z5933.html](http://www.nortel.com/prd/dpp/product/prodpages/z5933.html)



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