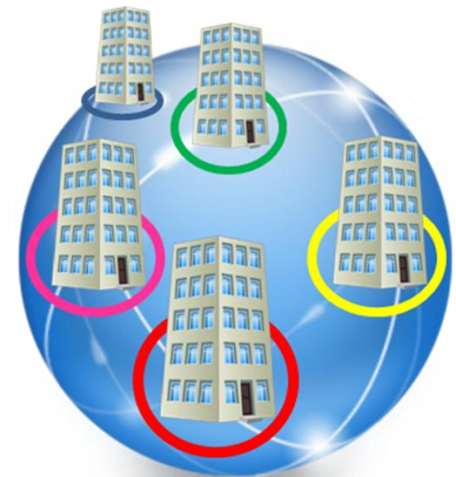


TM-2000 Multi-location Networked Call Center

The TM-2000 Multi-location Call Center allows agents to be geographically located **across various legacy and IP switches**, but logged into a centralized call center group. The T-Metrics TM-2000 enables you to establish call routing control across your entire organization regardless of locations, telecommunication equipment or network infrastructure. Geographic distribution of call center agents across sites provides your organization with time zone staffing advantages, access to larger and more dispersed labor pools, and redundancy. T-Metrics ability to coordinate agents across your locations increases the total amount of agents available to each caller and therefore ensures that each caller's need is more quickly matched to the most appropriately skilled agent regardless of distance or the usual call center technological constraints. As a result, balancing customer calls across multiple locations improves speed of answer, customer service levels (SLAs), and customer satisfaction. Your geographically dispersed agents and smaller physical call center locations can be virtually pooled to respond in ways that only large, centrally located contact centers have been able to ... until now.

T-Metrics ACD Consolidation Benefits:

- Minimize abandons
- Consistent service levels
- Increased quality of service
- Increased economies of scale
- Easier forecasting
- Increased ability to respond to a disaster and call volume spikes
- No re-routing intervention required
- Simplified and consolidated reporting
- Time Zone sensitive scheduling
- Centralized or remote call and screen capture
- Agents can be distributed across dissimilar switches
- Ability to quickly reallocate resources based on current conditions
- Regionalized language and special skills can be accommodated
- Tie a combination of legacy and IP switches into a consolidated call center



Multi-site Organization with Separate Call Centers



Virtual Consolidation of Multi-site Agents

The REAL ROI

- | | |
|--|--|
| <ul style="list-style-type: none"> • Reduced staff • Fewer furnishings • Reduced floor space • Fewer work stations | <ul style="list-style-type: none"> • Use existing telephones • Use existing wiring • No switch ACD required • Reduced operating cost |
|--|--|
-
- Centralized or distributed management and supervisors
 - No switch software upgrade
 - Lower cost for staffing multiple time zones
 - Legacy switches can be utilized
 - Possible lower cost workforce
 - No personnel relocation required
 - Less equipment – PCs, telephones
 - Reduced network transmission cost – local calls
 - Centralized or distributed control

THE T-Metrics EXPERIENCE

No Desktop Licenses are required for agents or supervisors. If you require additional agents or supervisors, existing hardware can support them. During installation, T-Metrics provides software that allows you to add additional agents and supervisors at will. Who else will let you do that?

Unlimited Help Desk Access. As long as you are under our Software Subscription Service, you are granted access to our highly trained support team. Whether you need to bail yourself out of a problem, change a greeting or existing menu, or simply learn what a specific report does, you can do it without any additional charge. Boy, this is a change!

Always on the Most Current Software Release. As long as you are under our Software Subscription Service, we will keep your system current with the latest software releases and new core features at no additional charge.

Migrate to a New IP Switch Platform. If, down the road, you decide to move your ACD to a new IP switch platform such as Cisco, NEC or Avaya, the T-Metrics system will move with you to this new platform at a minimal charge. This is true investment protection. Try to do this on your Nortel, Avaya or Cisco ACD. You have to stay with their switch and continue with all the old ways of doing things - like paying for desktop licenses.



Unified Communications. T-Metrics consolidated ACD provides real time presence as a standard feature - even across legacy or IP switches. No switch upgrades are required for Presence, Instant Messaging or Expert Agent features.

When you are looking at your current call center, ask yourself if your ACD vendor is keeping up with the times. Are they making the changes their customers are asking for, or are they going by the way of the old rotary dial telephone by ignoring the changes that are available from T-Metrics today?

Supported Telecommunication Platforms

T-Metrics is unique in its ability to consolidate agents across locations with dissimilar telecommunication platforms. T-Metrics supports the following telecommunication platforms:

- Nortel
- Cisco
- NEC
- Avaya
- Siemens
- Mitel

About T-Metrics

T-Metrics is both an Avaya DevConnect Member and Nortel Developer Partner and has been a leading provider of high quality, innovative products and services for the telecommunications industry since 1989. Our worldwide customer base, in both public and private sector organizations, covers a range of applications from single site installations to multi-site consolidation services call centers.

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