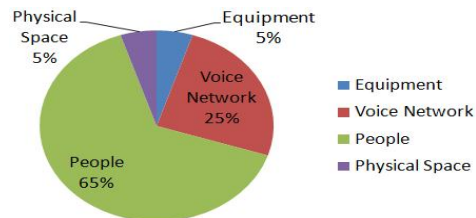


The ROI Using T-Metrics ACD

There are four components you can control in a call center, with each contributing a percentage to the total cost of the call center:



You should spend the money on the *right equipment* to help manage your network, physical space and labor cost. Since your equipment cost is usually 5% or less of your overall call center costs, investing in the right equipment will have a dramatic effect on your people cost, a significant effect on your network cost and a reduction on physical space requirements.

▪ Decreased Telecom and Equipment Costs

- \$\$\$-- Trunks
- \$\$\$\$- 800 number charges
- \$\$\$\$- Agent and supervisor license cost
- \$\$--- Voice mail ports required
- \$\$\$-- Use existing telephones
- \$---- Use existing wiring
- \$\$\$\$- No switch upgrade is required.
- \$\$\$-- Moves and changes
- \$\$\$\$- Software and professional services for CTI screen pops

With **Intelligent Queuing** callers are able to leave a message in queue, hang up and then be contacted by an agent when available. This **reduces the total number of trunks required** as the message in queue is not using trunk resources.

If you are providing your callers with an **800 number**, these cost can be reduced by up to 90% using **Intelligent Queuing**. Remember your trunking and long distance charges are your second highest cost behind your people cost. How much are your 800# costs?

The TM-2000 **ACD does not require a desktop license**. You will not need to provision your switch with ACD software. The ports required for routing and queuing on the TM-2000 ACD will be able to monitor the required number of agent positions for status information and reporting metrics. There is no additional charge for supervisors that need to view real-time queue and agent information or run reports. Licenses on other systems can cost between \$500 and \$2,000 just for the basic ACD and supervisory functions. How many agents do you have?

No switch upgrade for hardware or software required. Many times even provisioning your switch with the latest ACD software may require you to upgrade both your switch hardware and software to its most current software release before you even begin to add the ACD functions. Switch upgrades by themselves may cost you between \$5,000 and \$50,000 depending upon how old your current switch release is. The TM-2000 ACD is not dependent on your switch release. As long as you are under the Software Subscription Service with T-Metrics, you will always have the most current release of software with no additional software upgrade cost. Try that with your switch manufacturer.

Reduce the number of your recorded announcement trunks and voice mail ports required, as the Auto Attendant-IVR routing processes are executed by the pre-integrated applications of the TM-2000 ACD. Use your voice mail ports for what they were designed for — taking messages not front-ending your ACD. How much do additional voice mail ports cost you?

Use existing telephones (analog, digital or IP) and wiring. New phones, whether digital or IP, can run between \$300 and \$500 per telephone and wiring or network upgrades can be \$150 to \$200 per agent position. You can save \$300 to \$700 per agent position just in telephone and wiring cost by using existing telephones.

Moves and changes to existing skill sets in your call center are covered as part of your T-Metrics Software Subscription Service. If you need to change greetings, routing, menus, agents or supervisory functions to any existing skill set and you cannot, will not or do not possess the capability to make these changes, T-Metrics will assist you or perform these functions for you at no additional cost. Typical annual changes to a 50-agent call center from other vendors can cost up to \$25,000 per year. No more POs to get a change implemented.



The T-Metrics charges for **implementing CTI for screen pops** are from \$5,000 for universal to \$10,000 for custom screen pops. Professional services from carriers, switch manufacturers or third party developers run between \$35,000 and \$60,000. **A minimum savings of \$30,000 to \$50,000 can result using T-Metrics.**

- **Decrease the Increase in People and Physical Costs**



- \$\$\$\$-** Virtual Consolidated Call Center
- \$\$\$\$-** FCR (First Call Resolution)
 - Agent callback
 - Skills-based routing
- \$\$---** Access to real-time info
- \$\$\$--** Remote Supervisor access to real-time information and changes
- \$----** New agent training cost
- \$\$---** Reduce number of call transfers
- \$\$\$\$-** Screen pops CTI
- \$\$---** Reporting increases agent / supervisor productivity
- \$\$---** Increase data for problem resolution
- \$\$\$--** Home and remote agents



Virtual Consolidated Call Center. It can be proven mathematically that a distributed virtual contact center can process more calls with fewer overall agents as opposed to multiple call centers with the same SLA. You will effectively balance call loads, reduce wait times and match each customer with the appropriate agent the first time with fewer overall agents. If you are located in multiple time zones, overtime costs are reduced. That, in turn, means more customers, higher customer retention rates, increased revenues and, ultimately, a better overall ROI.

Increase FCR by using...

Agent callback. The leading reason for a bad customer experience is repeatedly being transferred and forced to re-explain the reason for the call. Half of the people surveyed cited this behavior as their biggest call center frustration. Yet, there is no reason for this type of incident to continue to occur, given the availability of the agent callback. If your call center is highly technical in nature (e.g., an IT help desk), the TM-2000 agent callback function allows an agent to invite a caller back to the specific agent that the caller was working with by giving the caller a P.I.N. By enabling this P.I.N it will allow the caller to be next in queue to the agent they were working with previously. This P.I.N expires at the agent's discretion. This function will reduce the number of transfers in the call center which waste other agent's time and avoids having the caller re-explain the nature of their call to a new agent (which takes additional time).

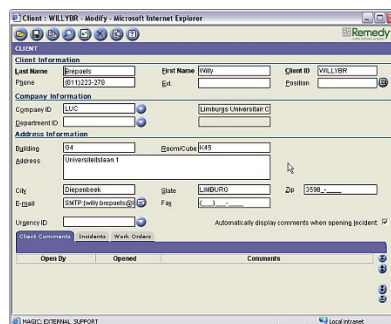
Using skills-based routing. You can determine who is calling either by caller entry of an account number or use of caller ID. Now that you know who is calling, you can determine why they are calling based on Dialed Number or caller entry. Knowing who is calling and why they are calling, you are now able to determine who within your organization is the most qualified to handle that call. Yankee Group estimates that 30% to 35% of calls coming into the average center are unnecessary repeat customer calls. By using skills-based routing, you will have increased FCR's ability to improve both sides of the customer service equation—decreasing costs while increasing customer satisfaction.

Real-time information. Estimate time (seconds) saved per call with **desktop agent module and access to real-time statistics** (3 to 5 seconds is common) per call. How many calls are you taking per day, week, month or year? Typical call centers have a loaded labor rate of \$24/hour or .006 cents per second. 6000 calls per day, 260 work days per year (one shift with weekends off). Using 4 seconds at an average generates a savings of \$37,440.00 per year per 8 hour shift. Are you running three shifts? This is an even greater savings.

New and retraining agent cost. There is an estimated percentage reduction in agent training time, thanks to T-Metrics' user-friendly agent module, our online help directory and our Web-based agent training module. For every new agent added, you can save up to one hour in additional training cost.

CTI or screen pops. A call center with 50 agents each taking 15 calls per hour will total 750 calls every hour. (15 calls per hour x 50 agents = 750 per hour or 6,000 calls per day.) You can typically save 18 seconds or 10 % of a 3 minute call. (6,000 calls per day x 260 work days in a year = 1,560,000 calls per year.) Using the above loaded labor rate of .006 cents per second and saving 18 seconds per call, totals out to \$.108 per call or a savings of \$168,480.00 per year per shift.

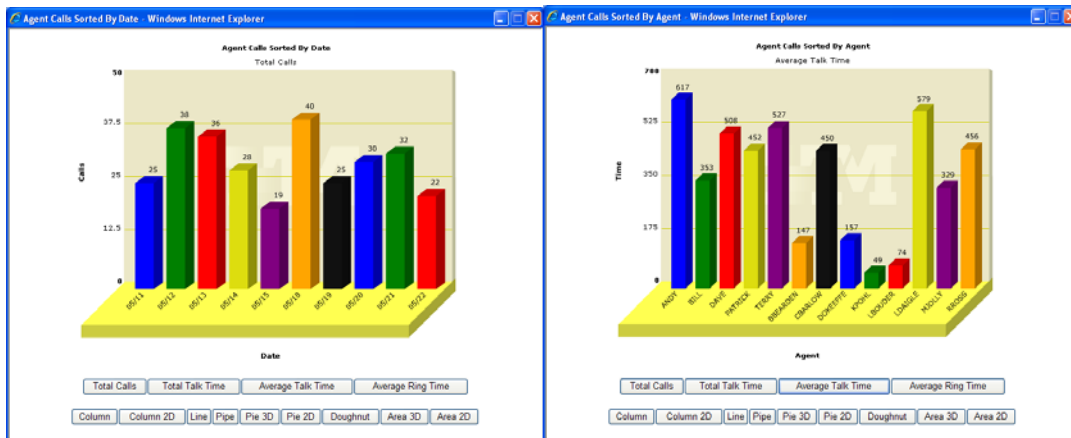
Agents can focus on addressing the callers' needs, rather than recollecting information that has already been entered via touchtone menus.



Gains in Supervisory Productivity

Remote Supervisor access to real-time changes and information. A supervisor with an internet access, local or remote, can *perform all duties* and functions as if they were on premise. They can see the number of calls in queue, age of oldest call, which agents are logged in, status and presence of each agent, and view all of the **Key Performance Indicators**. A supervisor equipped with a USB key can even listen in on an agent's telephone conversation and view an agent's desktop screen real time. A remote supervisor can even change the status of any agent, put them into different skill sets and change preference levels, recorded announcements, etc. Remote agent observation on other systems can cost \$18,000 to \$25,000 and doesn't give the supervisors the ability to make changes to the system.

Call reporting. Although call reporting metrics are available from most ACDs, they are usually not instantaneous, browser-based and graphical; rather they are long numerical rows of numbers to try to decipher. With T-Metrics systematic agent productivity tracking methodology and the ability to immediately graph comparisons of teams or agents, it becomes possible to closely monitor and act upon indicators such as handled calls per hour, average or total talk time, outgoing calls and others. Many T-Metrics customers report significant improved productivity, notably in speed of getting agent data.



Faster tools for problem resolution. Enter a caller telephone number into the reports to get complete caller statistics such as number of times the caller called in, which agent they spoke with, date, time and duration. You now have the tools to retrieve the recorded message. By using the caller ID entry application, you will also be able to monitor First Call Resolution (FCR) by which caller called in multiple times to get a resolution.

Caller ID Number - Detailed

Agent	Start Date/Time	Source Info	Transferred
TERRY	4/20/2009 9:10:48 AM	7043019170	SalesCom
DAVE	4/20/2009 9:23:33 AM	7043019170	Demonstratio
TERRY	4/20/2009 9:24:24 AM	7043019170	Demonstratio
TERRY	4/20/2009 10:44:42 AM	7043019170	Demonstratio
TERRY	4/20/2009 2:24:16 PM	7043019170	Demonstratio
TERRY	4/20/2009 3:07:24 PM	7043019170	Demonstratio
TERRY	4/21/2009 9:33:00 AM	7043019170	Demonstratio
TERRY	4/21/2009 9:35:56 AM	7043019170	SalesCom
TERRY	4/21/2009 9:45:18 AM	7043019170	Demonstratio
TERRY	4/21/2009 9:55:05 AM	7043019170	Demonstratio
TERRY	4/21/2009 10:21:50 AM	7043019170	SalesCom
TERRY	4/21/2009 10:26:23 AM	7043019170	Demonstratio

Total Calls 12

Home or remote agent or supervisor. If your switch is IP enabled, you can equip a home agent or supervisor with either a switch IP phone or a T-Metrics softphone. There is no additional license charge for the agent module. *If your switch is not IP enabled* T-Metrics makes a device that can enable your analog home phone to receive calls for the skill set they are members of. There is no additional hardware required on the switch side. This can be a saving of \$500 to \$1,500 per agent just on the ACD side.

Save Office Space

Now take a look at the square footage of office space that you are saving. David Mead, President of Telecommuting Success (TSI), reports that companies can save between \$6,000 and \$8,000 (U.S.) per teleworker per year by reducing the need for corporate facilities and associated costs. Mead elaborates that the increased satisfaction of distributed workers leads to increased productivity that has been measured as high as 20%.



With T-Metrics TM-2000 ACD implementation, your organization can see a significant improvement in contact center performance and customer satisfaction – with a corresponding boost to your bottom line.



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