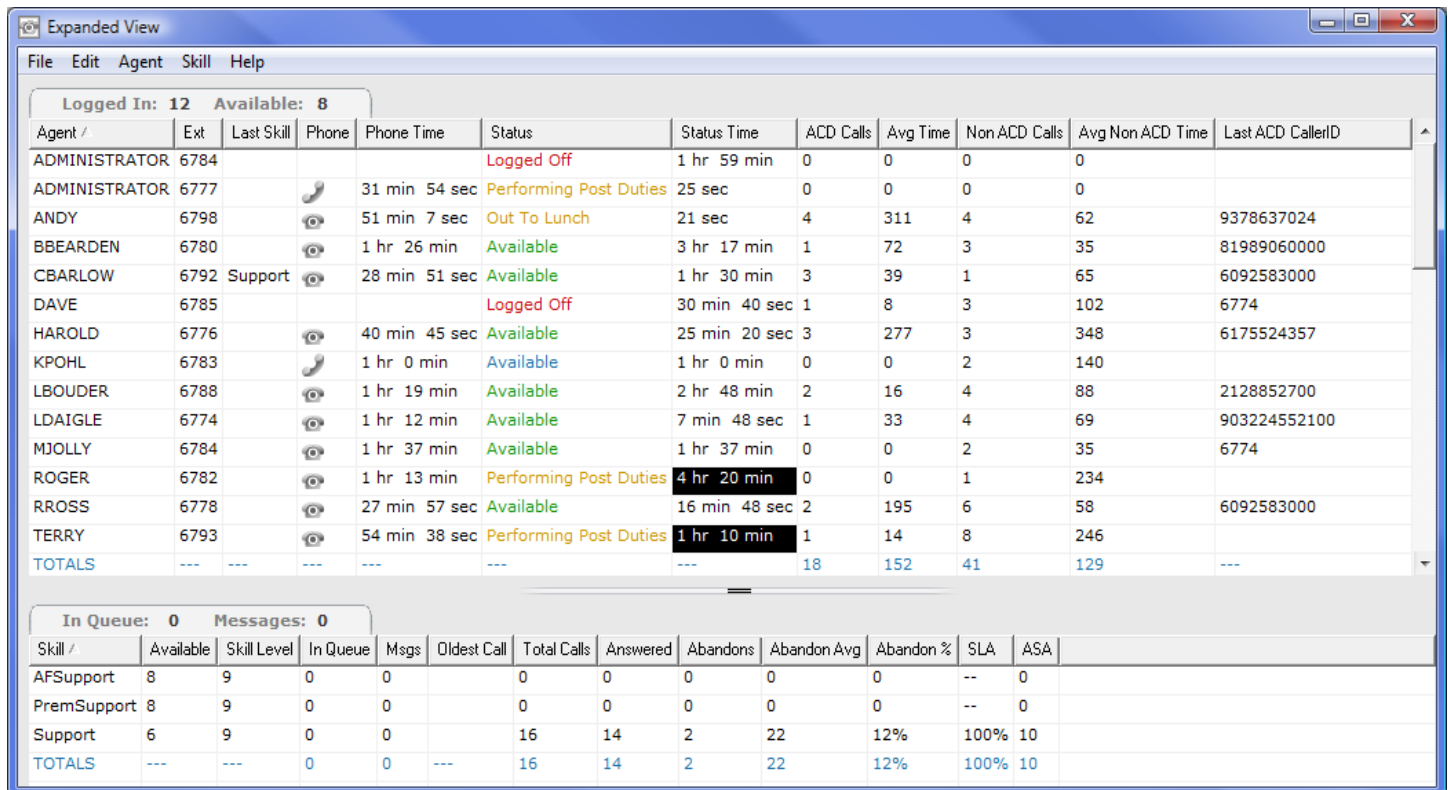


TM-2000 Wall Board and Monitor Module

Purpose

The Monitor Module is part of the TM-2000 standard software package and is used to keep management informed about real time Key Performance Indicators of the targeted call centers. Call center agents can benefit from a wall board (LCD display) showing live statistics and queue information. Management and supervisors can view the same real time statistics on their desktop PC with the Monitor Module.



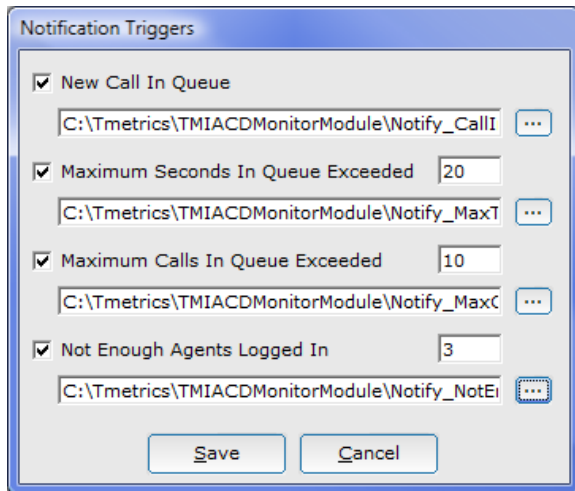
The screenshot shows a software window titled "Expanded View" with a menu bar (File, Edit, Agent, Skill, Help) and a status bar (Logged In: 12, Available: 8). The main area contains two tables. The top table lists individual agents with columns for Agent, Ext, Last Skill, Phone, Phone Time, Status, Status Time, ACD Calls, Avg Time, Non ACD Calls, Avg Non ACD Time, and Last ACD CallerID. The bottom table shows skill-based statistics with columns for Skill, Available, Skill Level, In Queue, Msgs, Oldest Call, Total Calls, Answered, Abandons, Abandon Avg, Abandon %, SLA, and ASA.

Agent /	Ext	Last Skill	Phone	Phone Time	Status	Status Time	ACD Calls	Avg Time	Non ACD Calls	Avg Non ACD Time	Last ACD CallerID
ADMINISTRATOR	6784				Logged Off	1 hr 59 min	0	0	0	0	
ADMINISTRATOR	6777			31 min 54 sec	Performing Post Duties	25 sec	0	0	0	0	
ANDY	6798			51 min 7 sec	Out To Lunch	21 sec	4	311	4	62	9378637024
BBEARDEN	6780			1 hr 26 min	Available	3 hr 17 min	1	72	3	35	81989060000
CBARLOW	6792	Support		28 min 51 sec	Available	1 hr 30 min	3	39	1	65	6092583000
DAVE	6785				Logged Off	30 min 40 sec	1	8	3	102	6774
HAROLD	6776			40 min 45 sec	Available	25 min 20 sec	3	277	3	348	6175524357
KPOHL	6783			1 hr 0 min	Available	1 hr 0 min	0	0	2	140	
LBOUDER	6788			1 hr 19 min	Available	2 hr 48 min	2	16	4	88	2128852700
LDAIGLE	6774			1 hr 12 min	Available	7 min 48 sec	1	33	4	69	903224552100
MJOLLY	6784			1 hr 37 min	Available	1 hr 37 min	0	0	2	35	6774
ROGER	6782			1 hr 13 min	Performing Post Duties	4 hr 20 min	0	0	1	234	
RROSS	6778			27 min 57 sec	Available	16 min 48 sec	2	195	6	58	6092583000
TERRY	6793			54 min 38 sec	Performing Post Duties	1 hr 10 min	1	14	8	246	
TOTALS	---	---	---	---	---	---	18	152	41	129	---

Skill /	Available	Skill Level	In Queue	Msgs	Oldest Call	Total Calls	Answered	Abandons	Abandon Avg	Abandon %	SLA	ASA
AFSupport	8	9	0	0		0	0	0	0	0	--	0
PremSupport	8	9	0	0		0	0	0	0	0	--	0
Support	6	9	0	0		16	14	2	22	12%	100%	10
TOTALS	---	---	0	0	---	16	14	2	22	12%	100%	10

Key Performance Indicators (KPI's)

- Audible and visible Notification Triggers can be configured for KPI's such as:
 - New Call in Queue
 - Maximum Seconds in Queue Exceeded
 - Maximum Calls in Queue Exceeded
 - Not Enough Agents Logged In.



Features

In addition to configurable Key Performance Indicators, the TM-2000 Wall Board and Monitor Module provides features such as:

- Status alerts
- Easy access to information from practically anywhere
- User-defined, virtual display for desktops, laptops, or LCD screens
- Attention-grabbing, dynamic, real-time Key Performance Indicators with sight and sound
- Fresh, easy-to-use interface
- Screen real estate savings with “pop-to-top” ability for high-priority alerts and tray view options
- Remote site monitoring capability
- Impact your call center and influence employee behavior
- Improve productivity and work performance

About T-Metrics

Since 1989, T-Metrics, A Nortel Developer Partner, has been a leading provider of high quality, innovative products and services for the telecommunications industry. Our worldwide customer base, in both public and private sector organizations, covers a range of applications from single product installations to call center operator services.

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