



The TM-2000 IP ACD / Call Center is designed to be the primary point of contact your organization has with its callers, providing a quick and efficient method to obtain the person in your organization who is most qualified to handle callers' needs.

The TM-2000 IP ACD / Call Center's technology is a high performance, integrated, open system. It is client-server oriented to allow for scalability and flexibility. The system Server connects to a TCP/IP network using a 1000 or 100 Base-T Network Interface Card (NIC). Software clients can reside on your LAN, your WAN, your Intranet or if desired, even over the Internet. The TM-2000 IP Call Center architecture is fully distributable, allowing it to spread computing tasks among available processors to make the best use of all the resources within a call center. The unique part of the TM2000 ACD is that we use an existing switches current software release, phones (analog, digital or IP) and wiring.

The TM-2000 integral parts consist of Agents (representatives who answer the calls), Supervisors (people who manage the personnel and call flow), and hardware and software to distribute calls to the appropriate Agents. An Agents use a PC to make them self available, make inquiries and look up information for the caller. Call and agent screen recording, along with agent greeting are just a few of the advanced agent features available. Your organization will be able to find an ideal balance between staffing priorities and budget controls to deliver your ultimate goal: optimal customer service at the lowest cost.

The TM-2000 IP Platform is modifiable to create a solution for almost any environment. Small or large, and can run multiple applications in a single hardware package or distributed across multiple servers and or locations.

If you have, a multi-location environment the TM-2000 Multi-Purpose ACD Platform Call Center allows agents logging capabilities geographically across various legacy and IP switches. Multi-site agents enable your organization to gain control over the routing process. Better yet, you get a tool that can increase caller satisfaction. Not only does balancing customer calls, across multiple locations, allow your organization to maintain customer Service Level Agreements (SLAs). This also allows your organization to distribute people to take greater advantage of specific employee skills, available labor pools, and time zone differences. Utilizing multiple locations allows your organization to scale to a greater size without the usual physical or technological constraints of a large call center. You can route calls according to specific agent skills. Calls can route exclusively to locations where specific agent skills are present. This allows a group of smaller physical call center locations to respond in ways that only large contact centers have been able. That is until now.

Supervisors can see real time call agent statistics as if it were a single call center. With the addition of the Supervisory Listen & View HASP® key, the supervisor can *remotely listen* in on an agent's conversations with a caller or *view* the agent's PC screen without the agent's knowledge. They also have all the functionality and control that they would have in a single call center. They can generate easy-to-use browser based consolidated reports that help managers make better business decisions and improve overall contact center efficiency.

In turbulent times call centers become even more important. Organizations are trying to handle a larger number of calls with fewer people. To do this we need an intelligent way to queue them to the most qualified person available at that moment in time. Buying the right call center or upgrading your switch to get the current call center capabilities is something we are seeing organizations postponing. Their plan is to wait until the dust settles on the financial condition of some major switch manufacturers.

Today, you can install our T-Metrics ACD on your current Nortel system with remote agents off on a Cisco or Avaya switch. In the future, should you migrate to another switch, your ACD will move with you to that new platform. The **investment protection** you get with T-Metrics is only a small part of the benefits organizations receive; we delight supervisors, streamline agent call processing and please your financial people.