T3

T3 Telecom Software, Inc.
Powering enterprise communications through integrated telephony solutions.

T3iQ®

Give your customers the experience they deserve

A highly customizable ACD add-on that improves your call center's effectiveness and impacts your organization's bottom line.

Exceed your Customers' Expectations

Your customers have certain expectations when they need to reach you. They want their call to be handled efficiently, be provided with accurate information about their wait time, and have alternate options to reach an agent when calling during peak hours.

T3iQ® enables sophisticated automatic call distribution scenarios through an *Intelligent Queuing* mechanism. Expanding upon the automatic call distribution capabilities of your PBX that queues and transfers caller to live agents, T3iQ provides additional layers of call distribution functionality that takes care of callers. Callers know their position in the queue, their expected wait time, and can leave a message or even request a call back at a convenient time.

Improve Your Call Center's Effectiveness

Your call center objectives are managed through a fully customizable approach. A unique scripting capability means that calls are handled specifically according to your business needs. You decide what options callers have to reach a live agent, and if they should hear announcements while waiting in the queue.

With no limit on the number of agents the T3iQ can monitor, T3iQ has the ability to expand with your organization. And since the T3iQ is fully integrated with T3main®, you can extend its capabilities into other T3 applications at any time, providing you with a flexible telephony solution that grows with your business.

Impact Your Organization's Bottom Line

Real-time queue monitoring, historical data, and a call record function allows you to analyze your call center so you can continuously improve customer relationships, while optimizing the effectiveness of agents.
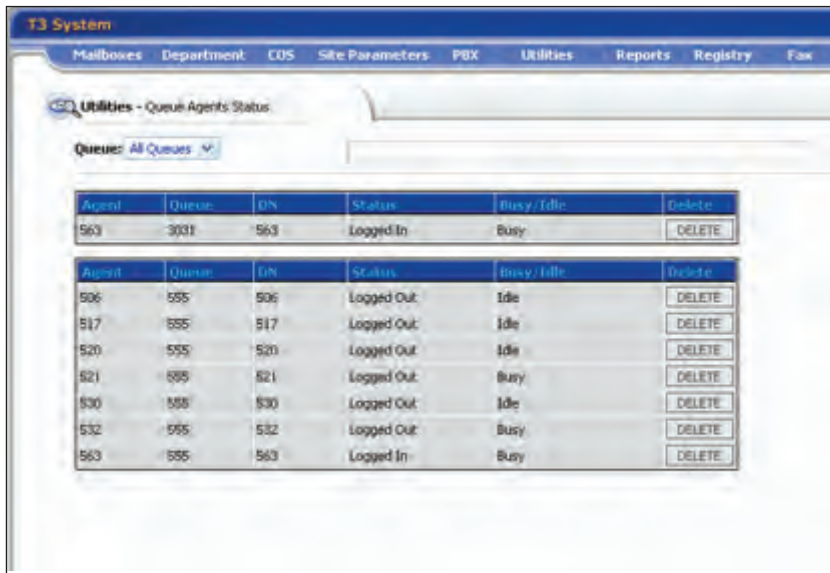
T3iQ is limited to specific PBXs. Please contact your dealer or T3 Telecom Software for more information.

T3iQ Sophisticated Distribution and Monitoring Capabilities

- Monitors the ACD queue and tracks live agents' status
- In queue messaging can play announcements as the caller waits, or use IVR (Interactive Voice Response) to allow caller to make choices about his wait in queue.
  - Informs caller of place in queue and average wait time.
  - Leave a message option.
  - Callback option.
- Real-time queue monitoring and reports generator for effective call center management.
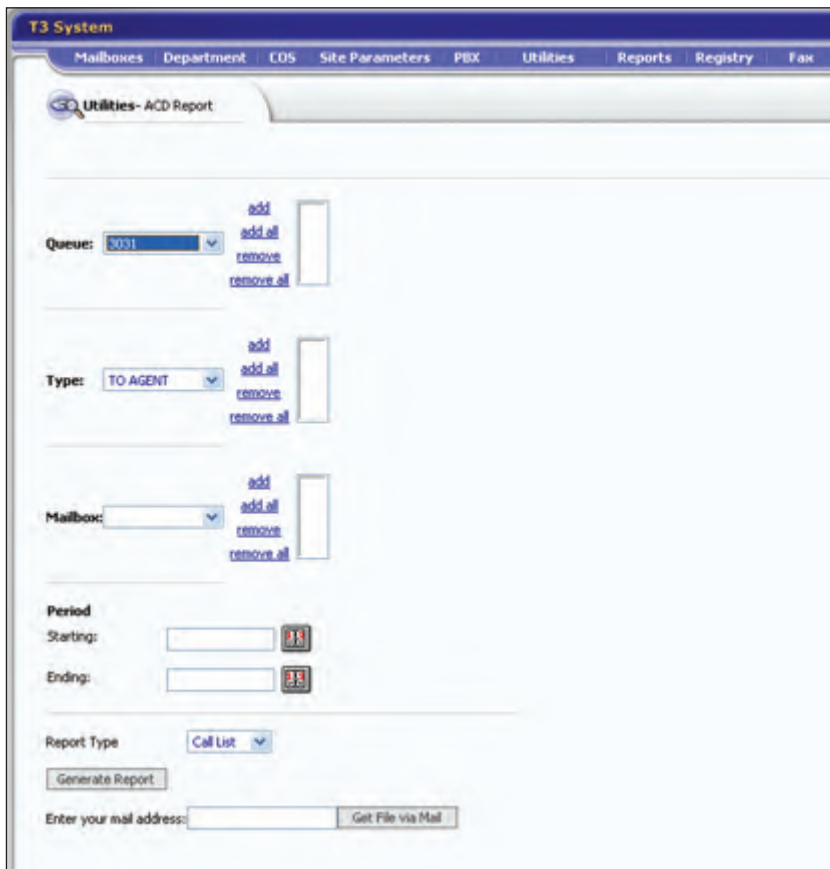
Comprehensive Management Reporting Dashboard

T3iQ provides real-time queue monitoring and a reports generator that helps you analyze the effectiveness of your call center.

Real-time Queue Monitoring

- Web-based, real-time data
- Snapshot to determine peak call periods
- Caller status by queue
- Agent status by queue
- Callback queues

Reports Generator

- Flexibility to slice data by queue, entry point, date/time parameters and type of call (disconnect, callback, take message, overflow)
- Receive summary reports or complete call lists
- Web-based or Excel output

Call Recorder

- The T3iQ Call Recorder is an optional add-on service.
- A unique call record feature provides additional capability to monitor the effectiveness of your call center
- Configure the frequency of agent calls to be recorded
- Allocate the number of ports to use for call recording
- Select agents and date ranges to review recorded calls
- View call duration and caller ID of recorded calls
- Listen to .wav files of recorded calls directly from the reporting dashboard
- Send recordings to an email inbox from the reporting dashboard

About T3 Telecom Software, Inc.

T3 Telecom Software offers an innovative and comprehensive telephony solution harnessing the best technologies in the telecommunications industry. A unique single-platform approach provides flexible voice and data capabilities to support a variety of location sizes, regional requirements and technology infrastructures.

The company's progressive building block approach allows customers to build a highly customized and configured telephony application that meets unique business requirements without in-depth knowledge of programming and telephony. T3 Telecom Software's suite of products includes next-generation unified messaging, speech recognition and voice verification capabilities, as well as traditional voice messaging, interactive voice response, fax, and automated attendant functionality.

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