

# Contact Centers

*We are the glue that holds it together*



## LEVERAGE MICROSOFT LYNC

Leveraging the Enterprise-wide UC functionality in Lync with the unmatched feature set of the T-Metrics TM-2000 Contact Center, organizations can have a world class, fully integrated system to handle all communication needs. Plus, we can record Lync calls!



## MOBILITY

Agents and Supervisors can now be mobile using Android devices! T-Metrics has untethered them from their desktops without losing the power the TM-2000 delivers. This includes real-time statistics and reporting.



## PCI PAYMENT ASSIST MODULE

Implementing the T-Metrics PCI Payment Assist Module, organizations can minimize the scope of PCI DSS compliance within the Contact Center and reduce the risk of a key compromise associated with processing credit card transactions, which are the lifeblood of an organization.