T-METRICS by NUSO

Enterprise Contact Center & Customer Experience Platform



T-Metrics by NUSO delivers enterprise-grade omnichannel customer engagement, AI-powered routing, workforce optimization, and advanced analytics on a Universal Cloud Architecture designed to work with your existing communications infrastructure.

Organizations can modernize at their own pace while preserving existing UC investments with support for on-premises, private cloud, public cloud, hybrid, and FedRAMP-authorized deployments.

Organizations today struggle with:

- Balancing modernization with existing UC investments
- Disconnected customer engagement channels
- Legacy contact center infrastructure
- Long wait times and abandoned calls
- Limited visibility into agent performance
- Increasing compliance and security requirements
- Rising customer expectations for AI and self-service

Omnichannel Customer Engagement

- Voice
- Email
- SMS
- Web Chat
- Social Media
- WebRTC Video
- AI Voice & Virtual Agents

Intelligent Routing & Automation

- Skills-Based Routing
- AI-Powered Chatbots
- Speech Recognition
- IVR
- Customer Callback
- Dynamic Queue Mgmt
- Screen Pops

Workforce Engagement

- Quality Management
- Call & Screen Recording
- Supervisor Monitoring
- Agent Coaching
- Workforce Analytics
- AI Call Summaries
- Sentiment Analysis

Enterprise Security & Administration

- FedRAMP Moderate
- GovRAMP
- TX-RAMP
- PCI Enablement
- HIPAA Enablement
- SSO
- Role-Based Admin

T-Metrics Provides the Answer

T-Metrics brings voice, email, SMS, web chat, social messaging, video, AI, workforce management, quality management, and reporting & analytics together into one enterprise platform.

Built on a Universal Cloud Architecture, T-Metrics by NUSO enables organizations to modernize at their own pace with support for on-premises, private cloud, public cloud, hybrid, and FedRAMP-authorized deployments. Vendor-agnostic integration protects existing UC investments, enabling organizations to extend existing communications infrastructure rather than replacing it.

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nuso

Built for

organizations that demand exceptional customer experiences

Resiliency, scalability, and advanced feature access traditionally reserved for the largest contact centers made available to organizations of all sizes with a manageable investment.

- Enterprise Contact Centers
- Government Agencies
- Healthcare
- Financial Services
- Higher Education
- Utilities
- Managed Service Providers
- Multi-location Enterprises

Supports leading UC platforms

Cisco | Microsoft Teams | Avaya | Mitel | Ribbon | NEC | Netsapiens | Zoom | and more.

FedRAMP
Moderate Authorized

OMNICHANNEL
Voice, SMS, Email, Chat, Social & Video

15,000+
Concurrent Agents Supported

180+
Pre-Built Reports

Every Customer. Every Channel. Every Conversation.

T-Metrics by NUSO combines intelligent routing, AI-powered automation, workforce engagement, advanced analytics, and enterprise security into one scalable enterprise contact center platform built on a Universal Cloud Architecture.

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