



## FrontRange Solutions® IT Service Management Voice Solutions

Empower Your Business with VOICE

### Solution Overview

FrontRange Solutions brings together the best in IT service management practices with the best in call center voice communications to deliver both cost savings and service improvements.

The FrontRange™ ITSM—a next generation global service management suite—is the most comprehensive out-of-the-box ITIL® compatible solution for the mid and distributed enterprise.

FrontRange™ Voice Solutions extends FrontRange ITSM to provide a feature-rich voice communication management system. The combined solution suite reduces telephony costs, increases service management productivity and enhances agent utilization.

FrontRange sets the standard for customer support excellence with the combination of self service, advanced telephony tools, and PC lifecycle and IT workplace automation technology. No other ITSM solution gives you the breadth of functionality with the ease of configuration.

# Evolve Your IT Service Center with Integrated Telephony



## WHAT CHALLENGES DO CALL CENTER MANAGERS FACE?

- User Satisfaction
- 24x7 Support
- Call Center Consolidation
- Automation
- Rising Cost of Service
- Agent Resourcing
- Remote Agents
- Understanding Service Trends

For IT service centers that are advancing their ITIL processes, the service center has moved beyond core incident and problem management to become a business service provider. It's clear that focusing on the "customer experience" is a must to keep the business competitive.

To become more proactive in meeting and exceeding service expectations, IT is partnering with the businesses it supports to develop Service Level Agreements (SLAs) and an expanded set of service metrics. To ensure SLA attainment, they are making the service center more accessible to customers. IT must have a well thought out multi-channel accessibility strategy that includes voice communications.

A successful multi-channel service desk requires a unified service platform that's designed around today's business needs. However, repurposing existing enterprise telephony systems to work in a streamlined, integrated fashion with the service

desk is a menacing technological challenge that's not always cost-effective.

FrontRange Voice is an advanced IP-based solution that is pre-integrated with FrontRange ITSM. Simple logical switch configurations make the combined FrontRange ITSM and FrontRange Voice solution a natural addition to the enterprise service center, without having to replace an existing telephony solution.



## THE SERVICE CENTER ANSWER – FRONTRANGE ITSM VOICE SOLUTIONS

*Highly configurable, cost-effective IT service support software with advanced telephony—the foundation for a customer-pleasing communications strategy.*

### Voice Self Service and Beyond

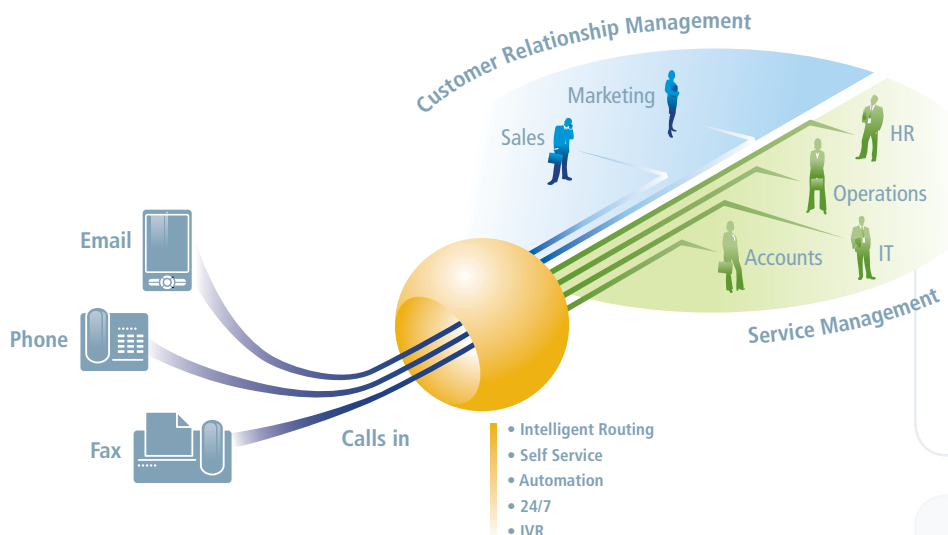
When IT service management and IT voice communications are unified, the existing phone system transitions into an enterprise-caliber voice self service and response system. Automate many routine tasks that will alleviate ongoing staffing challenges and speed resolution time. FrontRange Voice can reduce or eliminate many of the manual steps involved in recording calls and managing customer problems or requests—from initial capture through diagnosis, then resolution and confirmation of a successful outcome.



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- Increase loyalty
- Ensure quality
- Reduce operational costs
- Drive business growth



### Premier Service – One Call at a Time

Building a high value service for both internal and external customers is critical to success. The service center is the key face of an extended service team and plays a primary role in the customer experience—when they need service or support, convenience becomes a critical concern. Customers want the flexibility to contact the support center any time, day or night. Fortunately, wait times can be dramatically reduced by efficient call routing, allowing the caller's ultimate destination to be identified by capturing caller information directly from the FrontRange ITSM contact management database. Automatic service, improved agent productivity and priority call handling all offer major improvements in response time reduction. Each service center call becomes an opportunity to enhance the customer experience.

### The Power of Information

Mature IT organizations focus on overall service satisfaction as a continual improvement program. When IT departments become strategic partners and can demonstrate complete understanding of what drives service levels, they achieve better alignment with the business. The power of information becomes the key enabler to greatly improve customer satisfaction. It is only through detailed trend analysis and in-depth operational metrics that service information can become service answers.

### FrontRange Voice Real-time and Historical Reporting

FrontRange Voice provides an in-depth set of historical reports and real-time views that pull from the FrontRange Voice database. All interactions on the voice system are tracked, providing a wealth of summary and detail information for comprehensive analysis.

### FrontRange Voice Reporting and Monitoring Features

- Over 100 out-of-the-box statistics
- Over 80 pre-built, web-based reports
- Easy to use graphical dashboard with click-through navigation
- Real-time statistical monitoring for just-in-time information
- Easy customization for unique dashboard views
- Agent audit reports
- Call scenario reporting

### Key Benefits of Integrated ITSM and Voice

- **Reduce call volume** as the customer can easily access automated, menu-driven self-help tools over the phone.
- **Reduce business impact from service disruptions** when affected employees receive outbound calls and proactive alerts.
- **Reduce dependency on agents** with automated password reset tools that eliminate any agent intervention. Intelligent tickets are generated and the password is auto-reset; success is confirmed directly with the user via auto-generated email and the ticket is closed.
- **Speed up resolution time** as the service desk technician can answer calls with a pre-populated intelligent ticket. ITSM Quick Actions accessed from the FrontRange ITSM console can be customized to perform standard FrontRange Voice application tasks, eliminating the need to work in two different consoles.
- **Service response is streamlined** with immediate access to the customer's contact information and PC inventory and compliance information. Armed with this relevant data, service desk technicians can escalate tickets. L2 teams have the same screen as call agents, speeding up diagnosis and repair.
- **Enhance service levels** when priority customers are recognized and handled before other calls based on case or contact records.
- **Increase customer loyalty** as service agents don't miss calls when operators are busy.
- **Improve customer service** with voice notification that lets the submitter track progress.
- **Drive down the costs of communication** with a software-based solution that eliminates the high costs involved with complex proprietary phone systems, proprietary network components and gateways.
- **Raise employee productivity** with simplified features like Communicator desktop softphone. Communicator simplifies the handling of everyday tasks like multiple calls, transfers, conferencing, and voice mail retrieval.
- **Consolidate multi-channel voicemail and email** in one user inbox to simplify message access and response management.
- **Provide differentiated multi-department support** with voice prompted navigation menus. The automated attendant may be used as a primary interface or as a backup for a live operator when call volumes are high or as after-hours support.
- **Increase agent resourcing flexibility** with remote agent support. VoIP extensions give remote users access to all of the Voice capabilities through high speed internet connections.

## FrontRange Voice AUTOMATION

- Anytime Access
- After Hours Support
- User Self Service
- User Authentication
- Intelligent Ticketing
- Agentless Password Reset
- Outbound Updates
- Ticket Routing
- SLA-driven Escalation
- Status Notifications
- Customer Surveys
- Group Broadcasts
- Quality Management
- Call Recording
- Statistical Reporting

## FrontRange Voice TECHNOLOGY

- IPCM Server
- SIP VoIP Platform
- Interactive Voice Response (IVR)
- Automated Call Distribution (ACD)
- Unified Messaging (UM)
- SAPI 5 integration
- Speech Recognition integration
- IP PBX
- Web-based self-administration
- Communicator Softphone
- Multi-lingual Support
- Common Data Speaker
- Resource Monitoring
- Role-based Security
- Open API
- Supports SIP IP Phones
- Microsoft® Live Communications Server integration
- Outlook integration – click to call
- FrontRange ITSM & CRM integration

## The Bottom Line

When FrontRange ITSM is combined with FrontRange Voice, improved service levels are realized. The solution's automation features free up outward facing personnel for more productive revenue-generating work. At the same time, FrontRange Voice enables employees to be more productive and manage more with access to tools and resources 24/7.

## About FrontRange Solutions

FrontRange Solutions develops award-winning software and solutions used by more than 130,000 companies and over 1.2 million users worldwide. FrontRange solutions help manage a wide variety of business relationships and help provide exceptional service. The FrontRange family of products is designed specifically for distributed and mid-to-enterprise organizations. They include:

**IT Service Management with FrontRange™ ITSM and HEAT®** for complete service management.

**Communication Management with FrontRange™ Voice** for reduced telephony costs and increased agent productivity, streamlined customer service, and communications.

**PC Lifecycle Management with Enteo®** for the ability to optimize the full lifecycle of a company's assets.

**GoldMine® CRM Solutions** for business relationship management, team-based contact management, and sales force automation Solutions.



## MORE INFORMATION

Call 800.776.7889 to speak to your FrontRange representative today, and discover the benefits of FrontRange IT Service Management and Voice Solutions.

[www.fronrange.com](http://www.fronrange.com)