

# FrontRange Customer Service

*Optimize every customer service engagement to improve customer loyalty and reduce cost*

**Maximize the value of every customer engagement with FrontRange Customer Service, the smarter, more efficient way to support and retain your clients.**

Providing great service and support is getting tougher and more expensive. Competitive pressures demand that you learn more about your customers, differentiate your customer service in a crowded market, and meet the high expectations of a growing new generation of web-savvy customers.

Only FrontRange Solutions is dedicated to providing a complete software solution for your service and support business needs. Unlike point solutions and add-ons to large customer relationship management systems, we focus on an integrated service, sales, marketing, multi channel application – that gives your organization a consistent support presence with a competitive edge. With a full suite of voice enabled business modules, not only does FrontRange instantly offer you 20/20 visibility across all your support interactions, it provides marketing capabilities and enables you to perform cross-sell and up-sell activities directly from the service desk to enable your cost center to turn into a profit center.

## You determine how interactive you want to be with your customers

Whether using email, web or built in telephony, let your customer select their own method of assistance. FrontRange Customer Service software lets you start simple and grow. FrontRange Customer Service is a multi-channel software system focused on customer service and customer care. Manage your customer data – Publish your content

– Encourage a community atmosphere – Measure satisfaction and results. FrontRange Solutions software lets you tailor each interaction to your customers’ unique needs and preferences.

## Centrally manage your customer and account data

Personalized customer service starts with easy access to clean, accurate data about the people you support.

All customer communications are recorded in FrontRange Customer Service, so you always have a complete history. What products do customers own? What accounts do they belong to? All your customer history stays securely in one place, so it’s easier to confirm end user identity, and have the insight to cross sell and up sell suitable products and additional services.

Track any level of customer or account data you need:

- All account relationship data, service level agreements, user contact information, product ownership details
- Products for specific accounts and contacts
- Track costs, profits, histories, maintenance and more.

With FrontRange Customer Service software you can better manage the activities of your busy support team. FrontRange helps your entire organization work more collaboratively. Manage your team’s most essential activities to ensure everyone’s working at peak productivity across teams,



### KEY FEATURES

- Customer Case Tracking
- Integrated VoIP Call Center Telephone system
- Knowledge Management
- Activity Management
- Email Response Management
- Customer Relationship Management
- Outlook Integration
- Real Time Dashboards
- Historical Reporting
- Automated Process Management
- Answers calls after hours
- Revenue Management

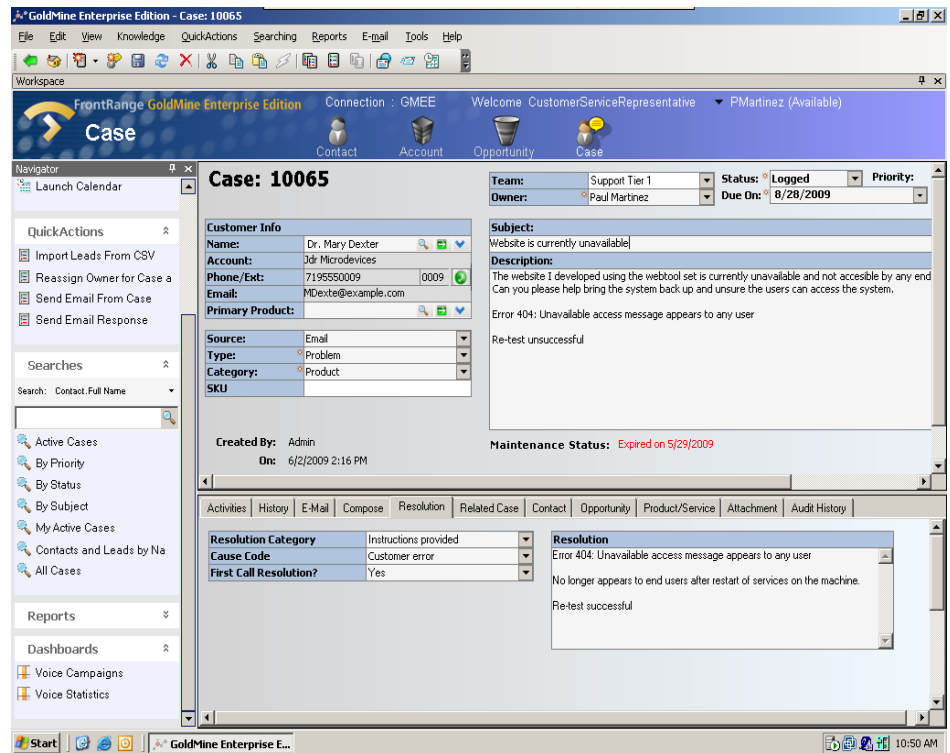
guarantee tasks are completed on time, and all customers are receiving prompt responses.

**Key features**

Only FrontRange Customer Service (FCS) has the ability to reflect and adapt to your unique business processes. The new standard for customer service solutions, is a solution that adapts to your business model rather than you adapting your processes to the technology. These capabilities enable your business to leverage technology, people and processes- and quantify the results- in real time.

**Case Management:**

FrontRange Customer Service helps companies increase their level of customer support with a variety of useful features. Enhance productivity by streamlining case management best practices and through accessing a knowledge base full of support information. Customer inquiries, cases, and service request can be captured from various client touch points such as over the phone in a call center, or via self service and the web. Customer service information important to your business can be captured on every case since FrontRange Customer Service can be configured to your business needs. Case activities and tasks can either be manually entered for each case or automatically generated based on attributes such as case type, source, or product and service. All case information may be analyzed through dashboards and reports so managers and agents can view service trends and manage costs. Allow customer service agents to improve customer satisfaction and decrease costs by providing real-time, consistent answers to their customer



*Proactively manage your customer support interactions to increase the response rate for your customer service organization.*

base through a variety of access points, including e-Mail, telephone and web access, and by giving them access into the complete customer case history.

**Voice Enabled Customer Service:**

FrontRange Customer Service supports the most common customer service client interaction medium, the phone. With native Voice enablement, not only can you improve agent productivity with features such as screen pop's, whisper coaching, call recording and playback, but your clients will be pleased because of after hours support, integrated voice response systems and skills based routing capabilities that ensure their answers get immediate attention from the right customer service agent at the right time. These inbound calling features drastically improve agent productivity and customer

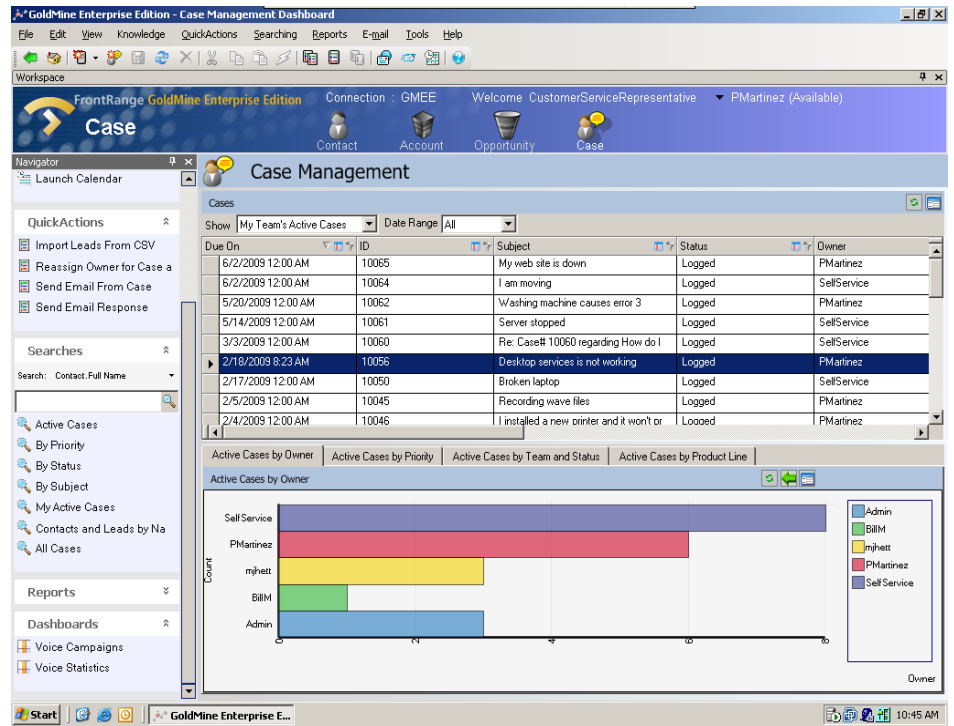
satisfaction. However, with Voice enabled customer service, you are not just limited to inbound telephony capabilities. You also have the ability to perform outbound calling interactions. Manage all your outbound telephony needs to inform clients of pertinent customer service information such as case status updates, or order fulfillments. Also, with the voice enabled customer service platform, you are not only limited to client voice interactions, the system can also be used by internal staff to obtain service updates and notifications. Leverage predictive dialing capabilities to dynamically create and prioritize calls lists for sophisticated call recycling, improved agent productivity and higher client touch points and call rates.

**Relationship Management:**

FrontRange Customer Service captures account, contact and prospect data, all in one repository. A central customer data master helps automate customer interactions and business processes across all divisions since the data is all in one, central location. Typical customer service interactions involve accounts and contacts, but with the extensible business object model provided in FrontRange Customer Service, you can define the client relationships that are important to you. Whether you need to manage a product or service, or various types of clients, this is all manageable from within the application. You can relate business entities together to form a holistic view of your business relationships, and roll up data across business relationships for better decision making. Since client data is stored in one central location users can access the entire history of a business entity so they are fully prepared for the next interaction with any customer. Data cleansing tools are available to help clean up existing data and hinder new data corruption. Integrate client interactions with commonly used contact management tools, or existing third party customer sources for greater efficiency and complete customer service process. Improve your customer service organizations effectiveness by sharing service information and customer data.

**Activity Management/ Microsoft Outlook Integration:**

FrontRange Customer Service seamlessly integrates with Microsoft Outlook for activity management and email communications. FCS activity management provides you the ability to manage email communications, and calendaring activities from directly within



FrontRange Customer Service features helps users maintain their customer issues via Dashboards and Analytics

the customer service application, or Outlook. Each email or activity can be linked to a customer service case, account, contact, or any business entity you require, so data can be shared across users for improved knowledge transfer and client information.

Outlook Integration helps customer service agents and technicians view, create and update activity information within an environment they feel comfortable using. This ensures all customer service tasks are completed on time, and with consistency and quality. Customer relationship histories, including email exchanges and daily activities are stored within the historic information of each customer relationship in FrontRange Customer Service. This important information is not lost when the user leaves the company since Outlook information is integrated

with the customer relationship data of FrontRange Customer Service. FCS also provides case activity and task reporting so managers are kept abreast of agent and technician productivity.

**Knowledge Management:**

FrontRange Customer Service provides Knowledge Management capabilities so your customer service agents and technicians ensure consistent answers to your client base. With quick time to value, Knowledge Management leverages intellectual capital across your service organization to help shorten learning curves, improve client response times and front-line resolution, as well as, limits knowledge loss due to employee turn-over. Customer Service users can search and manage all types of content directly related to cases, customer calls and problem resolutions. The knowledge

management tool enables your organization to build a secure knowledge repository which can continuously be refined overtime to ensure accurate, up-to-date information to be shared across the service organization, and passed on to your clients.

### Dashboard and Analytical Reporting:

FrontRange Customer Service includes robust dashboards and analysis. Dashboards and Reports can be configured, created and viewed within the FrontRange Customer Service application so your specific customer service business analytics needs are met. This configurable analysis helps maintain consistency across your service organization and allows management to view the health of the company, and enables the user to understand the shape of their individual performance.

FrontRange Customer Service dashboard and analytic features helps customer service and support organizations clearly understand the issues and resolution process. Not only can service managers understand where their cases reside, it allows managers to view which products or services have the most issues, and help them quickly act upon cases for quicker resolution. Users may also view service

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*"You are the only vendor that we have talked to that can deliver a pre integrated communication management solution from a single vendor. All the other CRM companies have no telecom offering."*

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*"FrontRange can provide the level of integration I have seen companies spend six figure sums trying to achieve!"*

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requests by account and contact for better client management and customer decision making efforts.

### Customer Service Process Management:

FrontRange Customer Service supports out of the box business processes, in addition to your customized business process needs. The application includes a standards-based business process automation engine that provides real-time alerts and event-driven rule processes. Using the business process manager tool companies can streamline the application to fit their specific business methodology in order to simplify the end to end customer service progression, and limit the number of systems a user needs to access and manage. These highly configurable rules can be defined by you for a specific set of customer service agents, or for the entire service division.

FrontRange Customer Service has simple, pre-built quick actions that allow service managers to easily perform such items as routing and reassigning customer issues for the best response time. Or, for more complex cases that require in-depth activity management, you can create a robust service tasks process workflow which agents and technicians can leverage so no activity is missed or remains pending. As cases are created and resolved during the service and support process, you can automatically prioritize issues according to various case attributes, thus ensuring the most urgent service requests are taken

care of immediately.

### What's Next

If your organization is looking to improve customer service and support activities, FrontRange Customer Service was created specifically for you. Voice enabled service management functionality helps guide your customer service agents from issue capture through to problem resolution. FrontRange Customer Service features and functionality improve customer satisfaction and helps reduce overall service costs.

FrontRange Solutions, a provider of CRM, Help Desk, and Service Management applications for more than 20 years – is your source for integrated applications that allow you to drive customer loyalty, increase productivity and service effectiveness, and build exceptional relationships across your entire value chain.



### MORE INFORMATION

*Call 800.776.7889 to speak to a FrontRange Solutions representative today, and discover the benefits of FrontRange Customer Service.*

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