



Better Service And Support

In real-time, 24/7

Make your help desk work harder and smarter

Your employees and customers want one thing - to get information or resolve issues in the shortest period of time at any hour of the day. The help desk mission is to provide the highest level of service with the staff you have available. This is often a challenge for even the most experienced help desk managers.

To meet this challenge, FrontRange has developed a suite of integrated voice applications designed to enhance HEAT and provide the solution to reduce analyst workload, improve call handling and enhance analyst productivity. These integrated voice applications designed for HEAT and based on FrontRange IPCC voice applications platform are scalable, flexible and provide new solutions that will provide HEAT users with enterprise level functionality at an affordable price.

FrontRange has identified eight key areas where the voice applications for HEAT can provide an immediate impact on your help desk.

Automated Password Reset Dramatically Reduces Call Volume

According to Gartner, "How-to Questions" make up 27% to 43% of help desk contact volume, with a significant proportion represented by password reset requests. The IPCC Password Reset module for HEAT allows your customers to reset their own domain password with a simple phone call. Users confirm their identity by dialing in a keyword that is kept against their HEAT profile. A new password is automatically generated and read back to the caller over the phone and an email notification is triggered to verify the password is reset. A HEAT ticket is automatically created to acknowledge the self-service transaction. For security purposes, you control who has access to this feature, maintaining control over the network.

Voice Self-Service for Shared Incidents Significantly Improve Help Desk Performance

The IPCC integration with the HEATBoard offers self-service options for callers into the help desk for an incident that affects many people, such as a network failure. Calls into the help desk are offered the choice of opening a new ticket. When they select an option such as hardware, if there is an associated issue in the HEATBoard, IPCC will read the description of the HEATBoard issue to the caller and ask if they are calling about this issue. If so, the caller presses a button on the phone and a ticket is opened against their name. The ticket number will be read back to them and an email is sent to the email address on their profile, confirming the transaction.

This avoids forcing the caller to wait in a queue behind a number of other employees all wishing to inform the help desk of the same problem. It also frees the help desk analysts to manage other calls and solve the system effecting problem. Once the ticket is resolved, a HEAT business rule will notify reporter by e-mail or it could have the automated callback capability of IPCC to call them and notify about resolution.

This entire process has ensured that the incident is managed effectively, with minimum analyst involvement. This ensures the clients or employees log the incidents in the shortest possible time, and are kept up to date with the progress through to closure.

Voice Self-Service Automates After Hours Ticket Creation and Ticket Status Requests

Automated after hours ticket creation and ticket status request handling can allow you to maximise your service and customer satisfaction, even when you do not have analysts available to handle the call live. A caller can enter an identifier and leave a message that identifies a problem. The data and message are then passed to HEAT, a ticket is opened with voice message attachment and the caller is automatically issued a ticket number.

Moreover, a HEAT business rule can use IPCC to automatically pop such voicemail call tickets to analysts' screens when call volumes are low.

For automated status updates, utilising a variety of identification methods, IPCC can access fields in HEAT®. For example, status, journal notes and descriptions can be read back to callers. This lets employees and clients get updates on unresolved problems at any hour of the day or night, and reduces the number of calls requiring live analyst involvement.

HEAT® can read back appropriate information to the caller without the need for live analyst participation.

Automated Outbound Calls for Unresolved Tickets Improves Analyst Availability

Automating the outbound follow up calls can help manage tickets that have been reported as having no activity for a stated threshold. IPCC will call each employee related to an open ticket using the numbers held in the HEAT database against their name and read a message. For example, "Ticket number 123 regarding the printer problem has had no activity for some time. Please press 1 to close the ticket, 2 to leave a voicemail or 3 to speak to an analyst." This assists the help desk manage the number of open tickets without having analysts spending unproductive time making outbound calls chasing updates.





Priority caller escalation ensures Service Level Agreement Promises are Kept!

Whether you promise high response communications to specific classes of customers or you have contracted to answer all calls within a specific time period, the FrontRange IP Contact Center can help you ensure priority issues are resolved inside Service Level Agreement thresholds and before penalties are incurred.

A call ticket nearing its SLA limit can be automatically popped on analyst's screen using HEAT business rules, thus minimising response times to and providing effectively real-time SLA management.

Quality Control with Voice Recording Can Ensure Help Desk Standards are Maintained

Customers expect the highest quality service when interacting with your business, and the IPCC quality management module gives HEAT managers and supervisors' tools to ensure your high standards are maintained.

The supervisor tools offer agent conversation monitoring, whisper and barge-in capabilities, along with built-in instant messaging.

Conversations can be recorded on the server along with the call history data, right down to the individual menu options selected. The recording playback window includes a review rating system to track an analyst's overall service quality, which allows managers to use recordings for training purposes and quality metrics tracking.

Additionally, callers into the help desk can also be offered a survey to complete at the termination of the call. This allows them to rate how well the call was handled...and allows you to understand the perception of your service and the experience of your callers from the most important perspective: your customer's.

Get the Right Call to the Right Analyst the First Time, Every Time

Customers hate getting through to an analyst only to find out that they need to be transferred to another analyst who has the expertise to handle their call. Intelligent routing ensures the highest first call completion rates, minimises call transfers, and helps businesses provide quality service while keeping SLA's maintained.

Based upon your customer data and a method of identifying the caller in queue, calls can be routed to the person most qualified to answer their questions by checking the HEAT customer information database to see what product they own or who serviced them last. Routing decisions can be based on many parameters, including customer, analyst skill set, ticket open time, call history or Service Level Agreements.

The Queue Monitoring Console lets analysts and supervisors view all calls in queue, along with call data such as the caller's name, the department the caller is trying to reach, and the reason for call. Calls can trigger dynamic visual alert (such as turning red) and audio alerts based on a number of

conditions, such as exceeded waiting time or "code red" priority. In such cases, analysts can "pick" the calls directly from the queue, or supervisors can assign priority callers to specific analysts.

Save Time Answering Calls by Delivering HEAT to the Desktop

When a call is routed to an available analyst, the customer's profile or existing call record can be automatically popped onto the analyst's screen before the phone rings, ensuring the analyst can preview the customer's information. This screen pop also occurs when a call is transferred between HEAT users. This approach dramatically reduces the amount of time spent retrieving customer records and eliminates the need for the caller to continually repeat identifying information and the problem description.

Painless Telephony Integration

HEAT can integrate the FrontRange IP Contact Center with any telephone system. All that is needed is a SIP-compliant voice gateway (Cisco, Vegastream, Audiocodes, Mediatrix, to name a few). If you already have a SIP-enabled telephone system implemented -- such as Cisco Call Manager or 3Com VCX -- the seamless integration requires no gateway. In addition, the IP Contact Center platform can also be implemented as a departmental solution connected to your current phone switch, or as complete standalone IP phone system with a direct connection to the public switched telephone network, which may be desirable if you are replacing an 'end of life' proprietary telephone system.

Either approach is highly beneficial as IPCC allows HEAT users to avoid the complex and expensive development formerly required to link business applications with proprietary phone systems.

Integrated Voice Applications for HEAT®. Advanced capabilities to improve Help Desk performance.

Call +27 325 5600 to speak to a FrontRange representative today, and discover the benefits of combining HEAT with IPCC.

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