



HEAT Voice Self Service

Datasheet

Background

95% of all Help Desks do not benefit from any enhanced telephony functionality. Most receive calls from the installed legacy PBX, and some will ask callers to select an option within a call queue ("press two for service"). Help Desks rarely benefit from Call Center technology as they are typically too small to justify the expenditure from previously expensive contact center technology.

Businesses and consumers are constantly raising the bar and expect to receive higher levels of customer service requiring department and analyst efficiency increase or increase workloads. Help desks often deliver poorly against such expectations as they offer little or no telephone self service and can not afford to staff to operate a 24x7 facility. Such problems can be exaggerated in external facing help desk environments.

They are prevented from taking advantage of new technologies because of the installed base of legacy telephone equipment, and the cost of creating connectors to interoperate with HEAT using more modern technologies based on CTI principles.

HEAT Voice Self Service seamlessly works with HEAT utilizing pre-built connectors and applications. This allows for the deployment of a set of tools that can improve customer service, quality and mobility, while refreshing existing technologies without the associated high cost, high complexity or the wholesale replacement of the existing PBX.

Product Overview

HEAT and HEAT Voice Self Service provides telephone self service to provide features such as:

- Shared Incident Management
- Automatic Password reset
- User Authentication
- Automated status updates
- After hours ticket or Incident creation
- Automated Surveys
- Telephony enabled HEAT access

Based on industry averages, ROI can pay for this application in less than 2 months.

Implementations would include the ability of the HEAT + Voice Self Service enabled Service Desk to address issues such as:

- Increased analyst productivity dealing with Shared Incident Management
- Reduced analyst workload by offering Automatic Password reset (Microsoft domain server password)
- Increased HELP Desk service offering with after hour call management and routing
- Increased Customer satisfaction with improved anytime access to services
- More effective ticket response and Enhanced ticket management by SLA / threshold
- More effective analyst resource utilization by offloading repetitive tasks
- Easy self service system management with remote administration

HEAT + Voice Self Service is differentiated by the pre-built connectors and applications that can be deployed to seamlessly interoperate with HEAT from FrontRange Solutions. It is a non-proprietary solution that allows faster, low cost, implementations by offering independent selection of a call routing mechanism.

You can use this solution with your existing phone system, or build a complete phone solution using the FrontRange IPCM PBX and Call Center server.