



FrontRange Voice

Why to Buy

Overview

Following is summary information about the "Top 5 Reasons Why to Buy" FrontRange Voice Solutions (actually, there are a lot more reasons than 5 reasons to buy today).

#1 Drive Business Growth

With FrontRange Voice, you will increase number of calls made per rep with automated dialing. You can utilize preview, progressive or predictive dialing to best suit your calling needs.

Studies have shown that a dialer can increase talk time by as much as 3X.



When used with GoldMine, you will improve rep performance by replicating best business practices for your sales team with call scripting.

Integrated GoldMine plus Voice calling campaigns allow direct targeting to the right prospects at the right time.

#2 Increase Customer Loyalty

Integrating the phone system with your CRM allows you to better serve your customers. You can route calls to the callers account representative, or product support team. The phone system will automatically bring up the right customer records, so agents don't have to ask redundant questions.

Your agents have access to a knowledgebase of solutions to increase your first call resolution.

A study by Bain & Company found that a 5% increase in customer retention improves profitability by 25% to 100%

#3 Reduce Operational Costs

With an integrated Phone and CRM system, you can offer your customers self service options. This allows them to get service 24 hours a day, even if you only staff 8 hours a day.

You will be able to enable your customers to open service tickets, check on order status, reset passwords, update status, schedule or confirm appointments all without requiring an agent.

#4 Ensure Quality

With FrontRange Voice, you have the ability to monitor, record and score agent conversations to help improve your agents ability to provide service. You can instant message, whisper coach your agents, or even participate in a three way call as a supervisor to help with difficult calls.

You will get both real time and historical reporting to see how well your call center is performing.

You get automatic tracking of activities, opportunities, appointments, events, forecasts, campaigns and projects. All of which let you better manage your resources and keep your sales and support teams running smoothly.

#5 Long Term Investment Protection

The telephone world is shifting to Voice over IP. FrontRange Voice is written entirely as a Voice over IP solution. By being a pure software based solution, there are no proprietary hardware cards to become obsolete. New features are just an update away.

FrontRange also understands most companies have an investment in legacy PBX systems, and phone lines. As such, FrontRange Voice supports extending existing systems and phone lines, and does not require a 'rip and replace' strategy.

FrontRange Voice Feature Set

- PC Soft Phone
- Supports External IP handsets
- Make manual calls
- Receive calls to extension
- Hold
- Blind Transfer
- Consult Transfer
- Manual call recording
- Scheduled call recording
- Receive calls in hunt group
- Call detail recording
- Forwarding
- Forward on busy
- Forward on no answer
- Forward on logged out
- Unified Messaging (voicemail and email from email or IVR)
- Presence
- See call queues
- Pull from call queues
- Send instant messages
- Agent productivity data recording
- External screen pop
- Listen to call
- Whisper coaching
- Barge
- Assign calls from queue
- Record agent conversation
- Score agent recordings
- Real time reporting
- Historical reporting
- Time based call routing
- Skills based call routing
- Customer input via dial pad touch tones (DTMF)
- Customer input via automated speech recognition
- Call progress analysis
- Custom java script call routing
- IVR database read
- IVR email access for sending notifications
- Call recording
- GoldMine create, update, search records, screen pop, click to dial

- HEAT create, update, search records, screen pop, click to dial
- IT Service Management create, update, search records, screen p, click to dial op
- Reset windows passwords
- Predictive, preview, progressive, and autodial calling campaigns