

Comprehensive, Affordable, Productive

Advanced communications from FrontRange Solutions

FrontRange Voice

FrontRange Voice is a complete call center, PBX, and Voice Mail Service solution in a single box. Designed from the ground up entirely in software, this standards-based software design provides an advanced business phone system for feature-rich voice communications that replaces complex, proprietary telephony hardware.

FrontRange Voice provides growing and distributed businesses, enterprise class business communications solutions that maximize your employee productivity, cut your costs and enhance your customer interactions with a complete, all-in-one communication management solution from FrontRange.

Comprehensive

Running on a single MS Windows server the IPCM Server lets you access traditional phone services and Internet-based network services from a complete system that includes:

- Powerful IP-PBX business telephone system
- Voice over IP (VoIP)
- Communicator Softphone / Agent Dashboard
- Auto attendants
- Unified Voice Messaging and E-mail integration
- Support for desktop VoIP phones using SIP
- On demand and scheduled call recording
- Real Time and Historical Reporting
- Web-based self administration
- Microsoft Live Communications Server integration
 - Presence based call handling
 - Outlook integration - Click to dial and screen pop
- Complete IP Contact Center Functionality
 - Skills Based Routing
 - Interactive Voice Response
 - Automatic Call Distribution
 - Quality Management
 - CRM / Service Desk Integration

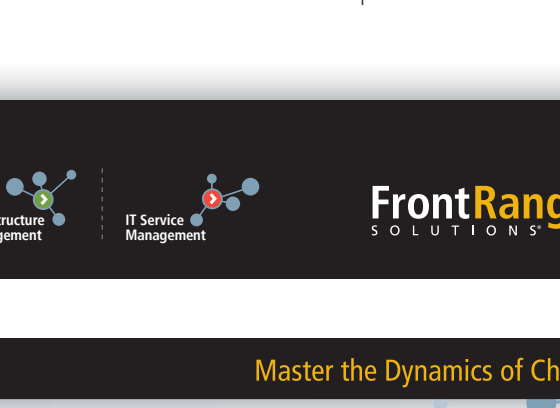
This suite of telephony and software integration components are designed to be a foundation on which you can build a communication strategy that improves employee effectiveness when interacting with customers and improve the customer experience when interacting with your business.

Affordable

Private phone systems and maintenance. Step away from complex, expensive, proprietary phone systems and eliminate the need for proprietary network components and gateways. Choose from the wide variety of SIP compliant IP phones or USB headsets for high function, low cost desktop telephone options. Self management reduces the need for expensive outside technicians using the single web based console for easy administration. Eliminates interoffice toll charges by communicating with remote offices and remote workers with VoIP.

Productivity

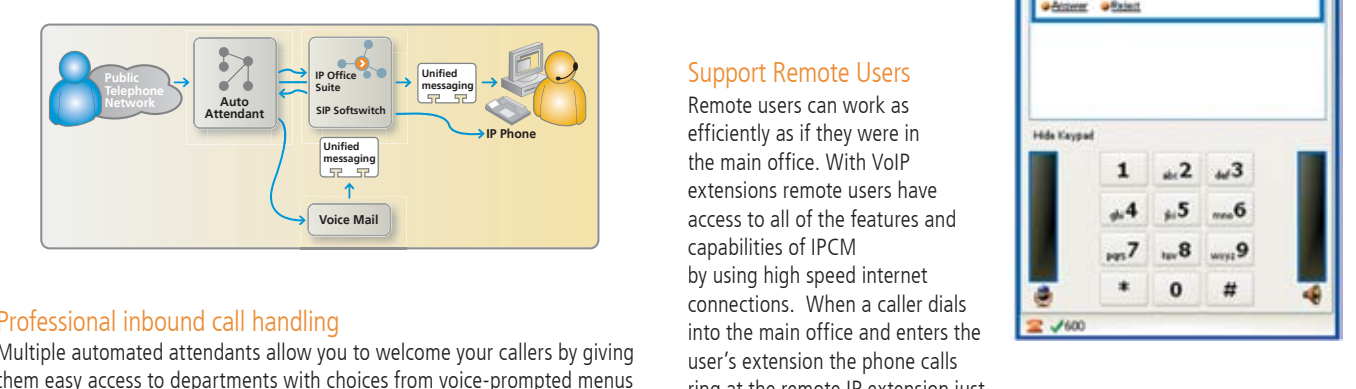
Raise employee productivity with simplified features like our Communicator desktop softphone that is designed to make the everyday telephone tasks of handling multiple calls, transfers, conferencing, and voice mail retrieval easier than ever. Mobile employees can stay in touch and in control both inside and outside of the office with mobile devices integrated to the IPCM unified voice messaging platform. The IPCM Server uses Voice Over IP to extend all the advanced features of the solution to teleworkers and remote employees anywhere there is high speed internet access.



Open platform flexibility

This comprehensive business telephony solution can be implemented to handle the needs of an entire company or it can be deployed alongside existing systems to support a single department with a higher level of communications needs.

This approach ensures that you have all the foundation communication capability to build on to help your business drive sales, service your customers, and manage your business without excessive business interruption.



Multi-dimensional Unified Messaging

Elevate productivity by consolidating voicemails and e-mails and in the user inbox to simplify message access and response management. Unified messaging is configurable to offer choices matching the needs of each user. The voicemail-only option is for employees who only want to manage messages locally or remotely from a telephone or Communicator softphone. You can choose to have traditional telephone voicemail access and receive and manage voicemail in their email client. Or you can choose to implement text to speech messaging that allows users to call in and have the system read them their emails and allow them to reply by phone. The Mobile device support gives mobile users full access to retrieve e-mail and voice mail from compatible mobile devices such as the Palm® Treo™ or BlackBerry.



Professional inbound call handling

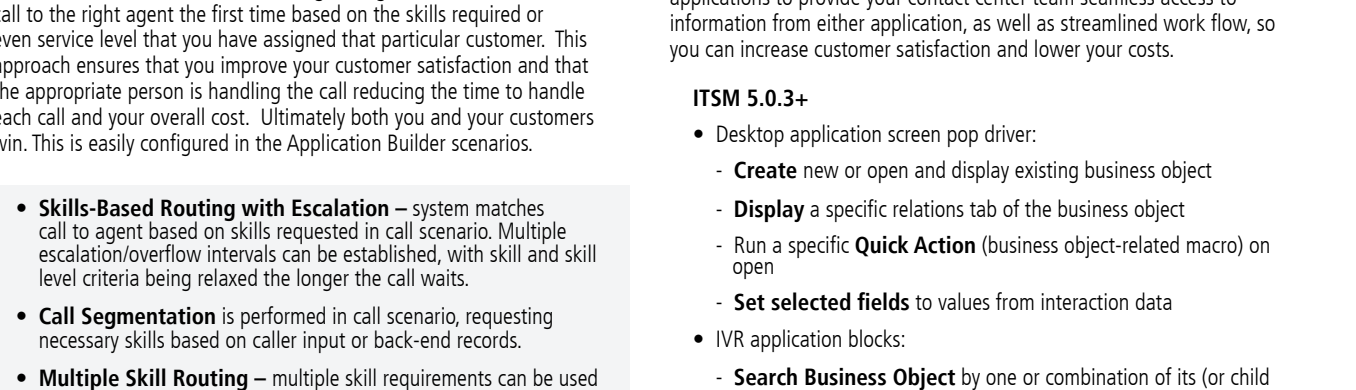
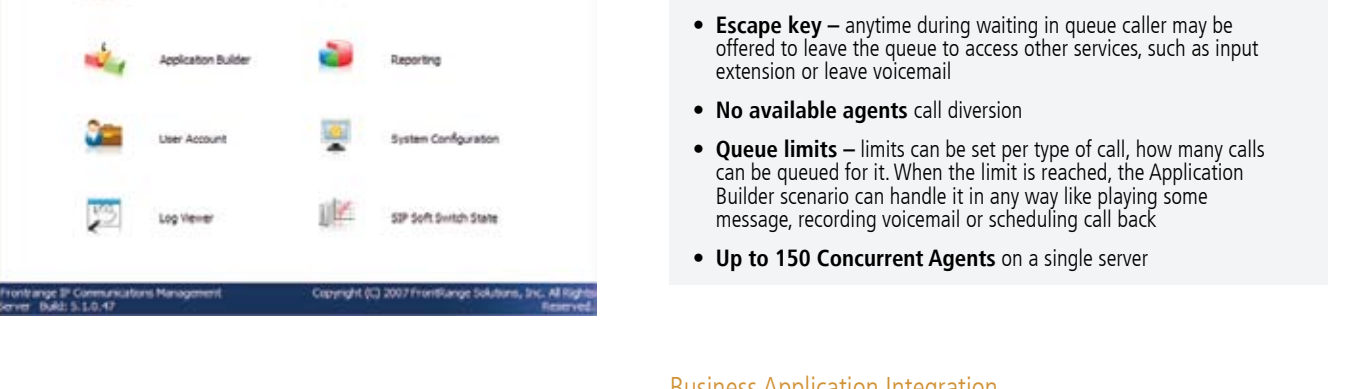
Multiple automated attendants allow you to welcome your callers by giving them easy access to departments with choices from voice-prompted menus or direct employee access by dialing an extension number or a name. The automated attendant may be used as a primary interface for incoming calls or as backup for a live operator when call volumes are high, for lunch and after-hours support.

Simplified System Management

Manage your system from an easy to use web interface. Make all moves, adds and changes for both your call center agents, and your office phones from one location, without requiring specialized telephone or technical knowledge.

Set up skills based routing, and create IVR applications from a single unified portal.

All IPCM subsystems run as unique Windows services, so they can be managed and monitored using either the built in management console, or using standard Windows management utilities.

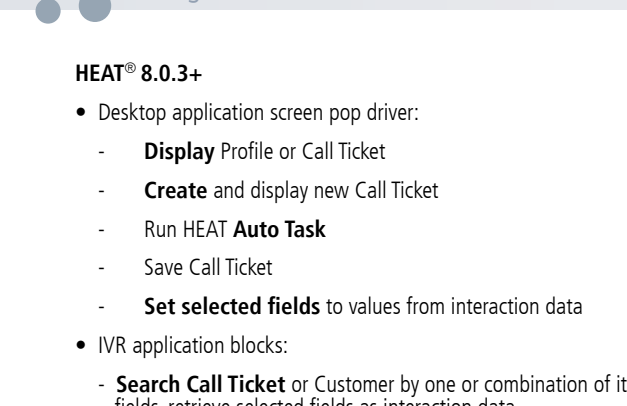


Communication Management

Complete Call Center Solution

FrontRange understands you have different employees with different telephony needs. FrontRange Voice solves this problem by offering an integrated call center solution, in addition to your core phone system.

This solution provides a total solution for your support agents, telesales teams. It includes IVR, ACD, CTI, TTS and ASR all in a simple to deploy, easy to manage system.



Advanced call routing

Its skill based and data-directed routing rules gets the customer's call to the right agent in the right time based on the skills required or even service level that you have assigned that particular customer. This approach ensures that you improve your customer satisfaction and that the appropriate person is handling the call reducing the time to handle each call and your overall cost. Ultimately both you and your customers win. This is easily configured in the Application Builder scenarios.

- **Skills-Based Routing with Escalation** – system matches call to agent based on skills requested in call scenario. Multiple escalation/overflow intervals can be established, with skill and skill level criteria being relaxed the longer the call waits.
- **Call Segmentation** is performed in call scenario, requiring necessary skills based on caller input or back-end requests.
- **Multiple Skill Routing** – multiple skill requirements can be used to select the right agent.
- **Adjustable Skill Importance** – can be set to have one level of one skill make up for some of another or have them considered one by one

- **IVR application blocks:**
 - Search Call Ticket or Customer by one or combination of its fields, retrieve selected fields as interaction data
 - Update Call Ticket's or Customer's fields from interaction data values
 - Modify Call Ticket's by changing its state or updating journal record, or both.
 - Define Screen Pop by specifying in call scenario what desktop application should do when call arrives (see screen pop driver capabilities above)

GoldMine® 6.7+ Editions

- Desktop application screen pop driver:
 - Open contact in existing contact window
 - Open new contact window
 - Ignore (no screen pop)
 - Display dialog with contact's name and choice of Open/Getot/Ignore
- IVR application blocks:
 - Search Contacts via CONTACT1, CONTACT2 or CONTACT3 tables, by phone or account, retrieve selected fields as interaction data
 - Add to Contact History block allows to update call history with call-related data such as call time and disconnect cause, along with selected interaction data values.
 - Define Screen Pop by specifying in call scenario what desktop application should do when call arrives (see screen pop driver capabilities above)

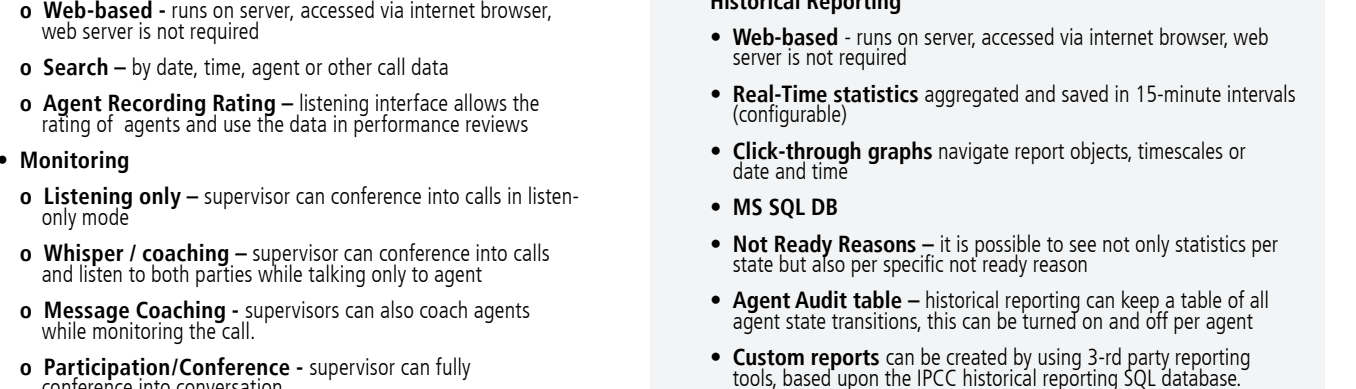
IPCC has an open API for integration of third-party backend systems

Agent Supervisor Dashboard

The agent dashboard enables the user to control their presence management status as well as view all interactions in queue. Through powerful business application integration, meaningful business data can be displayed as columns in queued interactions list; interactions can trigger visible and audible alerts. The dashboard also incorporates a software based SIP phone making it easier to deploy, support, and change in any environment. Features include Click to Dial, Dial from Directory and AnyConnect. Conferencing which allows agents to be more effective and drive higher volume of calls per agent all without leaving their desktop.

- **Agent Presence Management** – login, logout, set agent to ready or not ready, with a specific reason – tells the call queue whether agent is ready to take calls. Reasons are configurable.
- **Built-in IP softphone**
 - o Multiple lines (simultaneous calls)
 - o Transfer/Blind Transfer/Conference
 - o Directory
 - o Multiple address books
 - Dynamic directory of logged in agents
 - Personal and Global
 - Active Directory (Windows Domain)
 - Local Windows Directory
 - Dial from Directory
 - Transfer from Directory
 - o Message waiting indicator
 - o RFC-2833 DTMF generation
 - o Proxy Registration (allows using DHCP)
- **Call lists** – dialed, answered, missed
- **COM API** – softphone can be fully controlled via the API from automation programs or scripts running as a result of toolbar actions, for example
- **Automatic Answer** – when requested in call scenario, softphone will answer call automatically.
- **Call Recording** – an agent can record conversation on local disk.
 - Buffered Full Call Recording – no matter when record button is clicked, call will be recorded from the beginning
- **Customizable Sounds** – ring and call process sounds can be customized
- **Automatic Softphone Configuration** (extension, proxy, etc) for contact center agents on login. This allows for zero dashboard configuration when using softphone.
- **Desktop phone deployment option** – Desktop phone can be used and softphone can be disabled.
- **Queue Monitor** – a window showing calls in queue
 - o Multiple folders – multiple views/ calls filtered based on a number of configurable criteria.
 - o Configurable columns – for each view, specific set of call attached data can be displayed
- **Audible and Visual Queue Notifications on:**
 - New Call Arrival
 - Waiting Time Limit
 - VIP / Priority match
- **Pull capability** – an agent can pull the call from queue, provided sufficient privileges
- **Agent-to-Agent messaging** – agents and supervisors can chat between each other. All conversations are logged on the server
- Agents can seek that assistance from supervisors while talking

www.frontrange.com



Communication Management

HEAT® 8.0.3+

- Desktop application screen pop driver:
 - Display Profile or Call Ticket
 - Create and display new Call Ticket
 - Save Call Ticket
 - Set selected fields to values from interaction data
- IVR application blocks:
 - Search Call Ticket or Customer by one or combination of its fields, retrieve selected fields as interaction data
 - Update Call Ticket's or Customer's fields from interaction data values
 - Modify Call Ticket's by changing its state or updating journal record, or both.
 - Define Screen Pop by specifying in call scenario what desktop application should do when call arrives (see screen pop driver capabilities above)

GoldMine® 6.7+ Editions

- Desktop application screen pop driver:
 - Open contact in existing contact window
 - Open new contact window
 - Ignore (no screen pop)
 - Display dialog with contact's name and choice of Open/Getot/Ignore
- IVR application blocks:
 - Search Contacts via CONTACT1, CONTACT2 or CONTACT3 tables, by phone or account, retrieve selected fields as interaction data
 - Add to Contact History block allows to update call history with call-related data such as call time and disconnect cause, along with selected interaction data values.
 - Define Screen Pop by specifying in call scenario what desktop application should do when call arrives (see screen pop driver capabilities above)

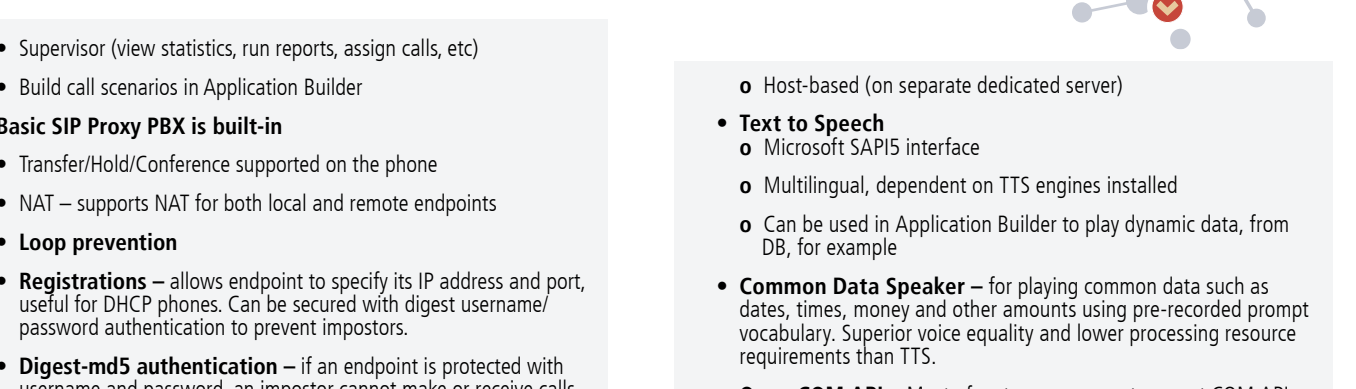
IPCC has an open API for integration of third-party backend systems

Agent Supervisor Dashboard

The agent dashboard enables the user to control their presence management status as well as view all interactions in queue. Through powerful business application integration, meaningful business data can be displayed as columns in queued interactions list; interactions can trigger visible and audible alerts. The dashboard also incorporates a software based SIP phone making it easier to deploy, support, and change in any environment. Features include Click to Dial, Dial from Directory and AnyConnect. Conferencing which allows agents to be more effective and drive higher volume of calls per agent all without leaving their desktop.

- **Agent Presence Management** – login, logout, set agent to ready or not ready, with a specific reason – tells the call queue whether agent is ready to take calls. Reasons are configurable.
- **Built-in IP softphone**
 - o Multiple lines (simultaneous calls)
 - o Transfer/Blind Transfer/Conference
 - o Directory
 - o Multiple address books
 - Dynamic directory of logged in agents
 - Personal and Global
 - Active Directory (Windows Domain)
 - Local Windows Directory
 - Dial from Directory
 - Transfer from Directory
 - o Message waiting indicator
 - o RFC-2833 DTMF generation
 - o Proxy Registration (allows using DHCP)
- **Call lists** – dialed, answered, missed
- **COM API** – softphone can be fully controlled via the API from automation programs or scripts running as a result of toolbar actions, for example
- **Automatic Answer** – when requested in call scenario, softphone will answer call automatically.
- **Call Recording** – an agent can record conversation on local disk.
 - Buffered Full Call Recording – no matter when record button is clicked, call will be recorded from the beginning
- **Customizable Sounds** – ring and call process sounds can be customized
- **Automatic Softphone Configuration** (extension, proxy, etc) for contact center agents on login. This allows for zero dashboard configuration when using softphone.
- **Desktop phone deployment option** – Desktop phone can be used and softphone can be disabled.
- **Queue Monitor** – a window showing calls in queue
 - o Multiple folders – multiple views/ calls filtered based on a number of configurable criteria.
 - o Configurable columns – for each view, specific set of call attached data can be displayed
- **Audible and Visual Queue Notifications on:**
 - New Call Arrival
 - Waiting Time Limit
 - VIP / Priority match
- **Pull capability** – an agent can pull the call from queue, provided sufficient privileges
- **Agent-to-Agent messaging** – agents and supervisors can chat between each other. All conversations are logged on the server
- Agents can seek that assistance from supervisors while talking

www.frontrange.com



Communication Management

Call Scenario Reporting (menupick reports)

- **Call Scenarios (Applications)** – how often applications are used
- **Application Block** – how often a particular block is executed in application
- **Application Branches** – how often a condition is selected
- **Disconnects per block** – how often callers disconnect in a particular block

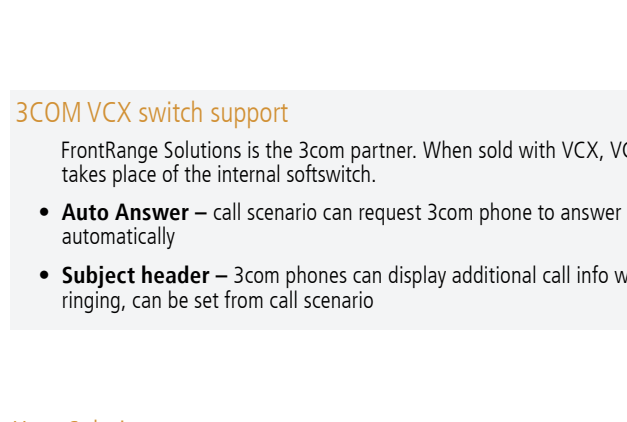
Interactions Reporting

- **Complete history** for each call, from cradle to bar
- **Linked to recording**
- **Linked from Historical reporting** – clicking on a bar in Historical reporting displays actual interactions
- **Web-based** – runs on server, accessed via internet browser; web server is not required
- **Searchable** – by date, time, agent or other call data
- Can be used to create new states in the field, by Professional Services

Web-based Application Builder

This easy to use GUI reduces call scenario development and maintenance to a system administrator task. Within Application Builder web pages, just a few mouse clicks are needed to combine the functionality of high-level blocks into applications. Application Builder scenarios describe the call flow from beginning to the end, covering both built-in and custom distribution.

With help from built-in Business Application Integration capabilities (blocks), mundane tasks such as allowing a customer to check the status of an issue, or perform a query could be completely carried by Application Builder call scenarios without having to talk to one of your live agents. However, the customer has the option at any time to elect to speak to an agent and have their call and data transferred to the person who can deliver the appropriate service.



- **Voice Response and Call Routing in single scenario**, as opposed to the usual industry approach is to have a separate IVR and agent call routing UIs that provide to complete view on a call scenario
- **Branching the flow on:**
 - o DNIS / ANI
 - o Back-end data
 - o Date / Time
 - o Day type (holidays, DST changes, etc)
 - o Estimated Waiting Time, even before the call is queued

www.frontrange.com

