



## Optimize your contact center workforce and maximize the customer experience.

Whether you're a small or medium enterprise, optimizing your call center workforce and maximizing the customer experience are essential to your business. Whether you're outgrowing your existing communications system, searching for a more robust alternative to traditional telephony, looking to maximize efficiencies within your call center or striving to improve customer satisfaction, HEAT® Plus Contact Center is the product for you.

HEAT Plus Contact Center is an affordable, out-of-the-box interaction management solution that can be easily implemented within your existing infrastructure. Unlike older technology, HEAT Plus Contact Center is a Session Initiated Protocol-based voice over IP (VoIP) solution that is simple to deploy and easy to scale.

HEAT Plus Contact Center is integrated with HEAT® Service & Support™ to provide your customer support center with seamless access to information and streamlined work flow so you can increase customer satisfaction and lower costs.

As your business grows and new technologies emerge, you can protect your investment by expanding HEAT Plus Contact Center—without adding more systems or paying for expensive implementation or customizations.

### Reduce call center costs and enhance agent productivity.

#### HEAT Plus Contact Center features include:

- Advanced skills-based routing engine
- Flexibility to quickly execute moves/adds/changes with IP phones
- Off-the-shelf components—routers, infrastructure and PCs
- Telephony integration with HEAT® to maximize work force efficiencies
- Integration choices (SIP soft phone or SIP IP handset)

#### HEAT Plus Contact Center is:

- An IP-based (Session Initiation Protocol), standardized solution
- A standards-based solution for maximum interoperability
- A server-based solution that provides IVR functionality
- Easy to deploy
- Scalable for your growing business

### HEAT Service & Support integration

HEAT Plus Contact Center integrates with HEAT Service & Support to manage your contact center and your help desk.

Screen pops automatically retrieve customer account details (including previous incident information) and display them on your agent's screen. The customer experiences a more personalized interaction when the call is answered. Also, because the information is available before your agents answer the phone, they become more productive and better able to help your customers.

*In an independent survey, **98%** of HEAT users said they would recommend HEAT to a peer.*

### Reduce communication and system costs.

Administering HEAT<sup>®</sup> Plus Contact Center from a single interface can lower your implementation, maintenance and ownership costs more than other solutions that require multiple administration points and interfaces.

### Ease of implementation

- Collected data helps determine specific organizational and user needs for your HEAT Plus Contact Center system configuration.
- HEAT Plus Contact Center quickly integrates with your existing HEAT<sup>®</sup> Service & Support<sup>™</sup> installation.

### State-of-the-art technology

HEAT Plus Contact Center is a SIP-based solution, the technology widely regarded as the successor to H.323 for IP-based telephony and an alternative to TAPI-based IP telephony models. The HEAT Plus Contact Center solution is software-based, open and lightweight, allowing organizations of all types to support the new breed of SIP soft phones or SIP IP handsets.

HEAT Plus Contact Center provides today's solution with tomorrow's technology.

### Improve your bottom line now.

Out of the box, HEAT Plus Contact Center provides a return on investment that few other communications systems can match, no matter how long you use them. From its plug-and-play implementation and simple administration to features for every business purpose, HEAT Plus Contact Center offers a complete solution for complex communications—plus benefits that boost your bottom line.

If you would like to talk to a HEAT professional today, please call FrontRange Solutions at 800.776.7889.

## System Requirements

### Workstation Requirements

- PC with an Intel<sup>®</sup> Pentium<sup>®</sup> II 350-MHz or higher processor
- 128 MB of RAM
- 1-GB hard disk drive
- Video monitor with 16-bit color (1024 x 768)
- Microsoft<sup>®</sup> Windows<sup>®</sup> 98 SE (requires FrontRange Solutions testing) or Windows NT<sup>®</sup> 4.0, Windows 2000 or Windows XP

### Server and Technical Requirements

- PC with a Pentium III 2-GHz processor
- 512 MB of RAM
- 10-GB hard disk drive
- XGA monitor with 16-bit color (1024 x 78) for HEAT<sup>®</sup> Manager's Console<sup>™</sup>
- Windows 2000 Service Pack 3 or later or Windows 2003
- Microsoft Internet Explorer 5.5 Service Pack 2 or later
- Script Engine 5.6 (Windows Script 5.6)
- 100-megabit LAN connection to server requirements

### Optional Software

- SAPI5-compliant text-to-speech (TTS) engine(s)
- ScanSoft SpeechPearl 8.0 Automatic Speech Recognition (ASR)

### Additional Hardware and Considerations

- A SIP-capable voice gateway
- IP infrastructure capable of supporting voice