Ivanti Voice

OPTIMIZE EVERY SERVICE INTERACTION TO IMPROVE CUSTOMER LOYALTY AND REDUCE COST

Ivanti Voice is the foundation for a cost effective, customer pleasing communications strategy. Whether you manage a single office, direct a global workgroup, or manage a call center for a large service management organization, the completely integrated, voice enabled service management solution will support your communication needs. Replace or extend expensive and limited proprietary telephony hardware with a standards-based software solution that optimizes equipment choices, deploys rapidly, integrates seamlessly, and easily aligns with changing business processes, demand, and staffing. Increase service levels and productivity, while lowering costs with a fully integrated contact center-service management solution.

Ivanti Voice combines the power of Ivanti Service Management solutions and your phone systems. Ivanti Voice allows you to deliver a better customer experience by phone-enabling your service management solution. Improve call handling with complete automated call distribution (ACD), integrated voice response (IVR), skills-based routing and screen pop features; all in one solution. Reduce costs with phone-enabled self- service for resetting passwords, initiating and approving change requests, or checking service management status.

Improve Your Callers Experience

Whether providing internal employee service management, or external customer service, Ivanti Voice will improve your service level metrics and provide a superior customer experience. Ivanti Voice makes the power of the Ivanti Service Management products ultimately accessible over the telephone, email and web channels for live personal communication as well as automatic self-service. It extends their functionality to provide a complete business application workflow encompassing customer interaction management end-to-end.

Application Driven Technology is Key

To bring real service to customers, the contact center solution must become an integral part of the service management application. When a caller interacts with an IVR menu, the application should go beyond simply asking for a customer ID and providing a screen pop of that contact when the caller is delivered to a service technician. Rather, the system should know whether the caller is following up on an existing ticket or logging a new ticket based on whether they have open tickets in the service management system. The system should know who currently owns any open tickets, and whether they are free to take a call. Only then can the call center system truly deliver a personalized experience to the caller. Having to repeat information is one of the most frequent complaints of customers calling call centers. With Ivanti Voice, customer data and agent screens travel with the call everywhere so the next agent has the same information as the last.

Customer Satisfaction

Your customers expect to do business in a way that's convenient for them, and they want the flexibility to contact you any time - day or night. Wait times are dramatically reduced by efficient call routing and by allowing the caller's ultimate destination to be identified by using information from within the business application, without having to wait in a general queue. Automatic service, improved agent productivity and priority call handling all offer major improvements in response time reduction.

Priority customers can be recognized and handled before other calls based on ticket or contact records; thereby matching the skills within the organization to that of your customers' specific needs.

Offering 24 / 7 self service access ensures that customers can use automated service options driven by business application information, improving accessibility and reducing load to agents and queue times.

Incidents can be raised without even talking to a person. Calls will be automatically logged with call information, customer information and even a voicemail recording as an attachment.

Raising Productivity

Automation frees up your service personnel for more productive revenue generating work. Voice self-service applications enable customers to do more for themselves, at a time of their choosing.

Agents' time is saved by an automatic "screen pop" of relevant contact and incident information in the service management application. Transferred calls are minimal in typical installations as caller information and the reason for the call is identified using IVR input and application data, meaning calls are answered by the right agent, the first time. In this way you can be sure that the most appropriate person is handling the call, reducing wasted call-handling time and saving on your overall costs.

Agents can see calls in a queue, along with selected call data, including incident and contact information. Calls can be highlighted or separated in various queue monitor folders based on type, priority or time in the queue. IVR menu inconsistencies are a thing of the past since reports including "menupick" and "IVR disconnect" are immediately visible to the voice administrator. These reports show the most and least selected options in addition to which point callers hang up the most.

Ensuring Quality

Your callers can be assured of excellent service. Agents are 100% accountable for what they say and how they say it since the system allows scheduled and on demand recording as well as monitoring of all calls. Recordings have a review rating system that reflects an agent's overall service quality and also allows managers to use recordings for training purposes. All calls generate interaction records that show full details. Details including IVR options selected and recordings of conversations with agents can be used for research of problems. Vital statistics and agent states are tracked in real-time and available via the statistics console.

Trends can be assessed in perspective, using a historical reporting tool or by using a third-party reporting tool since pre- aggregated statistics are also saved into the database.

Communication the Way You Want

Ivanti Voice is available for both on-premise and cloud based Ivanti Service Management Solutions. With this unique approach, only Ivanti has the ability to offer telephony as a service across both deployment models. Either deployment approach ensures high call quality while keeping internet bandwidth usage and costs to a minimum. Customers receive the powerful features with this voice enabled service management solution, and not only can agents in the office leverage the voice solutions, but remote agents are also supported.

Reducing Costs

"Integration" is the scariest word in the world of communications. Ivanti Voice is a native Ivanti application and an integral option for Ivanti Service Management solutions all serviced and supported by the same company. This removes the requirement for complex integration work.

A SIP PBX is included in Ivanti Voice so no separate voice infrastructure is required for IP telephony, nor is a PBX required. Any existing office phone system can be used. Since Ivanti Voice is a software based voice data solution, the application can be easily administered and maintained by any personnel.

A SIP Softphone or integrated agent toolbar is included in the solution so buying desktop phones is a choice, not a requirement that can run up a considerable expense. The solution is based on open standard SIP (IETF RFC-3261).

Gateways and phones from different vendors can be used in the same system. No special telephony boards are required.

Comprehensive Voice Service Management Capabilities

Ivanti Voice Features:

- Distribute Calls. Ivanti Voice supports complete Automated Call Distribution and Integrated Voice Response capabilities to ensure calls are delivered correct the first time. These features, along with Skills Based Routing and Presence Management functionality aid calls so they can be sent directly to the right agent or team of agents with the precise skills to handle the job.

- Quality Management. Service team supervisors are able to manage the contact center with powerful listening, whispering and conferencing skills. Supervisors can silently listen to agent conversations to ensure the agents are representing the business accordingly. Managers can also help train agents with whisper coaching features, as well as, join calls with conferencing functionality. Calls can be recorded based on multiple criteria to ensure quality throughout the contact center.

- VoIP – SIP – PBX Integration. Connectivity to Ivanti Voice is done via industry standard SIP trunks, either from your IP enabled PBX, media gateway or VoIP service provider.

- Call Center Analysis. Ivanti Voice provides real-time information updates as well as historical call center statistics. Management teams can view instant information regarding key performance indicators, service delivery times and agent accomplishments. This analysis helps improve decision- making when managing hours, defining contact center structures and setting service expectations to the customer.

- Application Configuration & Administrative Control. The voice solution is entirely configurable via voice administrator. The application is designed so that non-technical staff can configure the application, such as, IVR blocks, agent skills, queues and call analysis with simple, easy to use configuration wizards. Utilize administrative capabilities provided in the Ivanti Voice administrator to define exactly what information and automation capabilities are available and supported in the contact center environment.

- Service Management Application Integration. Ivanti Voice is integrated out-of-the-box with the Ivanti Service Management solution. Unlike third party add-on call center solutions which require extensive customizations at a high cost and with little benefit, Ivanti Voice natively supports the vital components a voice enabled service desk solution should provide, all from one vendor. Since the solution supports open standards integration to the existing phone infrastructure there is never a need to completely reconfigure or redesign the implementation.

- Multi-Channel Queue Support. Queues can be established to manage any type of phone call placed into the system, with any type of service being requested.

- However, not only will the voice solution manage phone calls delivered to the agents via configurable call queues, these same queues can manage other customer interactions as well. The queues can be organized and prioritized based on the source of the interaction or type of service being requested.

- Understanding Agent Connectivity. Ivanti Voice understands when, where and how agents are performing their job. With presence management capabilities agents can establish their working situation so calls are routed correctly and supervisors are aware of an agent's time spent on calls, research, wrap up time or other activities. Furthermore, with skills based routing techniques client interactions will be managed by agents with the most appropriate skill for the job.

- End-to-end-solution. A true, complete service desk solution is provided when Ivanti Service Management solutions are combined with Ivanti Voice. This combination brings together three main components to any service engagement, the agent, the business data and the main medium used in any contact center environment, the phone. Leverage this comprehensive voice based solution for end-to-end service delivery operations and lower the total cost of ownership.

Ivanti Voice helps clients deliver a better customer experience by phone-enabling the service management solution. Improve call handling with complete ACD, IVR, skills-based routing and screen pop features. Reduce costs with phone-enabled self-service for resetting passwords, initiating and approving change requests, or checking service management status. All components customers need to run a complete service desk contact center solution are provided by one vendor, Ivanti Solutions.

Built to support both on-premise and cloud based technology platforms, Ivanti Voice allows customers to receive maximum value through integrating the existing phone system with the service desk. Perform faster, more efficient service to drive customer satisfaction levels beyond were they are today. This integrated, voice enabled approach helps ensure that any organization can align themselves with their strategic business initiatives while drastically driving down service costs and increasing customer loyalty.

Ivanti Voice Key Features

- Complete Call Center Solution
- Automated Call Distribution
- Integrated Voice Response
- Agent Softphone and Integrated Toolbar
- Supervisor Quality Management – Monitoring, Whisper & Silent Listening
- Voice Self-Servic
- Automated Incident Creation
- Text to Speech Problem Notifications
- Automatic Password Reset and Status Updates
- Screen Pop's
- VoIP, SIP & PBX Support
- On Premise or Cloud Deployment
- Agent Presence Management
- Queue Management
- Unified Voice Messaging
- Agent State Aware Routing
- Skills Based Routing and Priority Routing
- Estimated Wait Times and Call Diversion
- Detailed Reporting – Historical & Real-Time

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