



REMOTE AGENT EXPRESS

REMOTE AGENT FOR CISCO UNIFIED CONTACT CENTER EXPRESS

QUICK OVERVIEW

FLEXIBILITY

- Enables contact centers to reliably utilize remote agents
- Allows call routing to any PSTN connection including a home or cell phone
- Provides same agent capabilities as corporate contact center peers

MANAGEMENT

- Remote agents can participate in any inbound or outbound queue
- Enables complete resource blending
- Extends full supervisory capabilities over remote agents

REPORTING

- Utilizes embedded Cisco reporting tools
- All reporting is consistent and complete

INTEGRATION

- Integration with Cisco Unified Contact Center Express provides seamless agent interaction and reporting
- Allows full integration into back-office applications including Customer Relationship Management (CRM) systems

POWERFUL SOLUTIONS FOR TODAY'S CONTACT CENTERS

Enterprises are increasingly relying upon home offices for connectivity of part and full-time tele-worker agents. In order for these agents to be optimally productive, they require access to the same services used at the corporate headquarters contact center site, including data, e-mail, collaboration tools, and voice services. Generally, remote agents utilize a broadband IP connection for all of these services. However, in many cases, the quality of IP connections is not suitable for voice traffic effectively rendering the remote agent useless. **Remote Agent Express** is designed to provide remote contact center agents with predictable, high-quality voice connections by routing voice calls from the corporate contact center through the Public Switched Telephone Network (PSTN).



Remote Agent Express unleashes tremendous contact center productivity gains by allowing the reliable, seamless integration of home-based agents into the corporate contact center. Agents may continue to leverage the call control and collaboration features within Cisco Agent Desktop, however voice services are relayed to the agents via reliable PSTN connections. Remote agents can log in and out of the system, participate in any queue, manage call control, and collaborate with peers and supervisors all while communicating with your customers in a highly reliable and predictable manner. With this solution, remote agents can utilize all of the productivity tools enjoyed by their corporate contact center peers.

Built upon the powerful Cisco Unified Application Environment, Remote Agent Express also enables contact center supervisors to effectively monitor and collaborate with remote agents in the same way they would interact with corporate agents. Full reporting is also preserved allowing the entire contact center, including remote agents, to operate as one cohesive unit.

Maximize your return on investment by enabling the full potential of your contact center. As an integrated component of the Cisco Unified Contact Center Express product, Remote Agent Express enables organizations to reduce cost, improve productivity and reduce employee turnover within their contact center by allowing agents to effectively and reliably work from home. Unleash the power of your contact center today!

CALL TODAY: 866.467.9695

www.radianta.com