



SURVIVABLE REMOTE AGENT

REMOTE AGENT RELIABILITY FOR CISCO UNIFIED CONTACT CENTER

QUICK OVERVIEW

▷ FLEXIBILITY

- Enables contact centers to reliably utilize remote agents
- Allows dynamic redirect of broadband calls to a PSTN connection
- 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. Often, remote agents utilize a broadband IP connection for all of these services. However, the quality of IP connections can be unpredictable. As a result, some organizations resort to reliable, but expensive, Public Switched Telephone Network (PSTN) connections for their remote agents. **Survivable Remote Agent**, from Radianta, is designed to allow organizations to take advantage of the economies of IP connections while ensuring the highest availability and quality of connections for their remote agents.



Survivable Remote Agent unleashes tremendous contact center productivity while controlling cost. In normal operation, remote agents leverage their broadband IP modems for all call control and voice traffic, while Survivable Remote Agent monitors IP call quality. Should the application detect call quality degradation or disruption, Survivable Remote Agent will notify the agent and dynamically re-route the voice traffic to the agent's PSTN connection. Callers experience minimal impact and are merely placed on hold for a few seconds while the call is redirected.

Built upon the powerful Cisco Unified Application Environment, Survivable Remote Agent preserves all information about agent activity, enabling 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. In addition, the solution enables organizations to include network performance statistics in their contact center reports.

Maximize your return on investment by enabling the full potential of your contact center. As an integrated component of the Cisco Unified Contact Center products, Survivable Remote Agent enables organizations to manage cost, improve productivity and deliver customer service excellence 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