Building an Infrastructure for At-Home Call Center Agents

Presented by

Matt Florell
President – ViciDial Group

January 20, 2010 – Miami, FL, USA
At-Home Agents Deployment steps:

• Where to locate your equipment
• Facility network design
• Agent Network connection choices
• Agent hardware options
• Agent software options
• Pre-production testing
• Go Live
Where to locate your equipment

• On-premises at your office
• Co-location facility
• Managed server provider
On-Premises at Your Office

• **Pros:**
  – Easy access to hardware for maintenance
  – Desirable if there is an on-premises call center

• **Cons:**
  – Redundant power and network are very expensive
  – High-capacity Internet connection options can be very limited, expensive and take many months to have installed
  – Additional security needed
Co-Location Facility

• **Pros:**
  - High security
  - Multiple high-capacity Internet network paths
  - Redundant power

• **Cons:**
  - Remote maintenance options are limited
  - High monthly cost for rack space
  - Must provide all servers/network equipment
  - Limited facility options (less than 2000 in USA)
Managed Server Provider

• **Pros:**
  – High security
  – Multiple Internet network paths
  – Redundant power
  – No need to provide or maintain hardware

• **Cons:**
  – No physical access at all to servers
  – Much higher monthly cost
  – Limited hardware options
Facility Network Design

200-seat ViciDial At-Home Agent System
(based on 3:1 outbound dialing with blended Inbound)

Network and server layout design for a 200-seat At-Home-Agent Call Center solution hosted at a Co-Location center
Agent Network Connection Choices

• Cable or DSL recommended
• Some cable providers cause problems with SIP calls
• Security
  – VPN
  – SSL(https)
  – SIP with TLS and SRTP(not much support)
Agent Hardware Options

• Computer made in the last two years recommended

• USB headset for soft-phone offers much better compatibility and quality than audio-jack headset

• SIP-aware Firewall/router (if using SIP)
Agent Software Options

• Using Linux OS, like Ubuntu, requires less management and less software
• If interacting with an Asterisk-based system, an IAX soft-phone has less issues than SIP and uses less bandwidth
• VPN software (if required)
Pre-Production Testing

• Simulate production-level call traffic if possible, or have a testing company place real calls up to your planned call capacity level

• Test hardware failures and planned responses

• Start a limited beta test program with a few of your at-home agents to work out the bugs
Go Live

• Monitor network usage with network monitoring tools
• Listen to recordings of live calls to gauge audio quality
• Offer real-time tech support during start-up
Thank You!

For more information or to see a copy of this presentation, go to:

www.vicidial.org