

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)

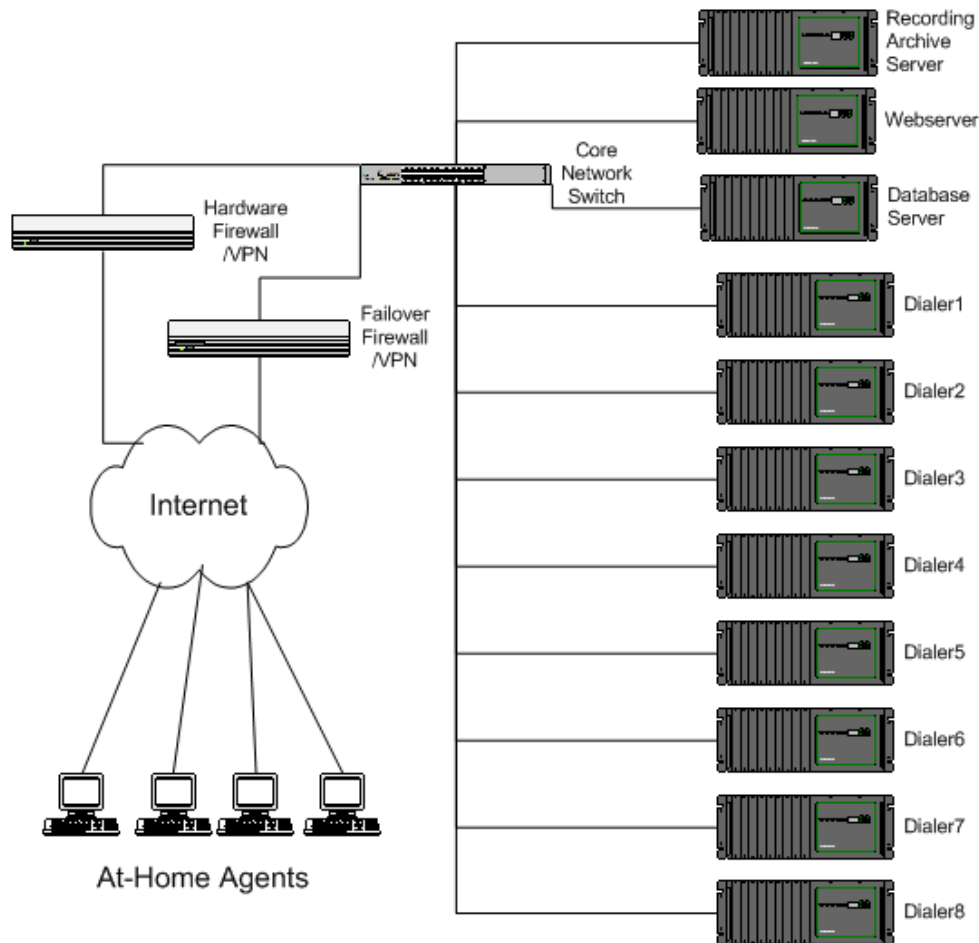
Managed Server Provider

- **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