Spoken

Remote Agent Workforce

Propelled by the high adoption rate of IP telephony and the increasing reliability of cloud solutions, more and more call centers are seeing the benefits of moving from the location-based call center model to establishing a remote, at-home workforce. Forrester's latest survey found that 35% of call center decision makers intend to expand their home agent programs over the next year. Enabling agents to work remotely from their homes carries a host of benefits for call centers, including increased retention rates, attracting more highly educated and more experienced agents, reduced infrastructure costs, and more effective disaster recovery solutions.

Spoken Communications, the leader in call center innovation technology, has virtualized call center infrastructure in order to quickly enable a remote model, while incorporating the most trusted names in call center applications: Avaya, Cisco and Citrix. Spoken's Work from Home Solution makes it easy to deploy a full range of outbound and inbound call center capabilities for your organization; your agents simply need a phone, an Internet connection, and a web browser to get started.

- Reduce capital expenditures
- Reduce agent turnover
- Reduce operating costs
- Maintain connection and quality
- Enhanced disaster recovery

Remote Agent Work from Home

Reduced capex

Spoken's Work from Home solution converts unwieldy capital expenditures to low-level operating expenses with no up-front investment in hardware, software or human resources. With the Software as a Service (SaaS) model, your virtual call center can be deployed immediately at a low cost. The flexible architecture can easily be integrated with existing systems and provide an instant cost savings over the peak capacity model with an actual usage model. Never pay for minutes, equipment or licenses that aren't being used.

Increased agent talent

The primary benefit of the work from home model reported by clients with home agents is the ability to recruit and hire better educated and more experienced workers, regardless of geography. Additionally, clients report lowering their absenteeism and attrition rates.

Reliability and scalability

Maintaining a reliable disaster recovery site is one of the most costly call center expenses that is never seen. With Spoken's Work from Home solution, the reliability and disaster recovery is built in, with N+3 multi-state and colo failover DR capabilities. Industry growth can provide headaches in terms of quick platform scalability. With Spoken's Work from Home solution, scalability is never an issue. Easily respond to increases and decreases in market demand without the need to invest in additional costly infrastructure.

Key Benefits

Turn cap ex to op ex
Avoid capital expenses for infrastructure with a hosted solution

Increase talent level
Recruit and assign agents based on skills, not location

Enhanced disaster recovery
Multi-state colo and failover with live-live DR

About Spoken's Call Center Suite
Spoken's Call Center Solutions platform provides an infrastructure, enabling access to a flexible set of modular services:
Conversational IVR
Hosted ACD
Dual Channel Call Recorder
Automated QA
High Volume Call Manager

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Avaya Hosted ACD

Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Spoken's Hosted ACD solution is a virtual rendition of the heavy-duty, VOIP-capable Avaya switch ACD R15 8700 series capable of handling up to 10,000 concurrent users. This reliable, hosted solution features N+3 multi-state and colo failover and disaster recovery capabilities. The flexible, modular solution levels out the cost peaks and valleys in usage volume so call centers pay only for actual usage. By virtualizing the switch, the workplace becomes global.

Citrix Remote Agent Desktop

Citrix is a leading provider of virtualization, networking and software-as-a-service (SaaS) technologies for more than 230,000 organizations worldwide. Citrix' remote agent desktop solution reduces application costs and simplifies access by enabling IT to centrally manage a single instance of each application and deliver it to users for online and offline use. Citrix virtual desktop delivers 99.999 percent application availability and is proven with 25 million applications in production and over 100 million users worldwide.

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Agent and Data Monitoring

In the remote agent setting, the ability to verify worker productivity and identity becomes essential. Spoken's state of the art quality assurance suite captures call audio, key strokes and screen shots, enabling call center managers to tracking remote agent success and pinpoint areas for increased coaching. Spoken's PCI-compliant Hosted Secure Data IVR ensures that work-from-home agents never have access to sensitive data, including social security numbers, credit card numbers and private medical and banking information.

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