



Solution Brief

Nortel Contact Center Offsite Agent

Provide work location flexibility options for your customer service representatives in a cost-effective solution from Nortel.

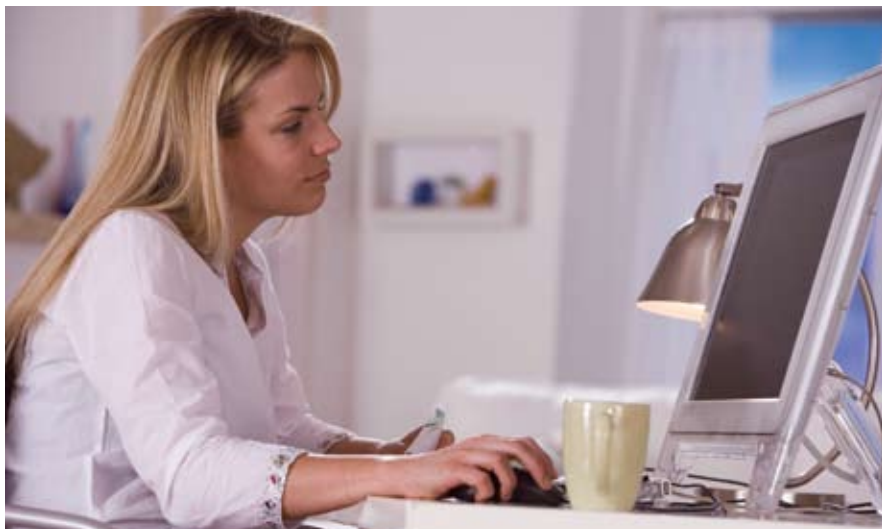
Contact centers are under constant pressure to deliver the best possible customer service while containing costs and retaining valuable customer service representatives. The Nortel Contact Center Offsite Agent solution addresses these challenges. By enabling agents to work from home or other non-office locations, this solution enhances employee satisfaction and productivity. There are virtually no remote setup costs, and Nortel studies indicate a potential payback on investment in months, not years. Perhaps most importantly, staff can be mobilized rapidly and cost-effectively with Offsite Agent to support changing customer demands and ensure business continuity in times of crisis.

Reduce set-up costs at remote sites without compromising voice quality or functionality. Instead of spending as much as \$1,000 on an IP phone, license and an upgraded VoIP-quality broadband connection, use Offsite Agent from Nortel. Special hardware is not required at the agent's home apart from a simple analog phone (or mobile phone) and a standard PC with Internet access.

Reduce real estate costs by enabling more permanent and part-time home-based agents. Costly facility expansions and spare capacity for seasonal peaks could be avoided, and in some scenarios office locations may even be sold or

sub-leased. Potential savings are significant, when one considers that real estate and facilities costs for an agent in an office location can run as high as \$10,000 per year. After-hours coverage can also be covered by remote workers, further reducing office costs.

Reduce agent attrition by proving work location flexibility and increasing employee satisfaction. Agent attrition can run as high as 20 percent today, resulting in prohibitive hiring and retraining costs. Offsite Agent can help increase agent morale and productivity, reduce absentee rates and enhance retention.



At a glance

- Low set-up costs for home-based, seasonal and temporary agents
- Reduced real-estate costs by enabling agent to be home-based
- Reduced agent attrition and increased staff morale through flexible work offerings
- Enhanced business continuity and disaster recovery plans

Improve business continuity by enabling agents to quickly set up from home or other remote locations when required. Continuity planning requires organizations to maintain and even enhance customer and citizen service during times of crisis such as flu pandemics, power outages and natural disasters. Offsite Agent helps ensure staff availability even if access to the main center is hindered by travel or quarantine issues.

Gain agility and scalability by including offsite agent capability in the contact center infrastructure. Flexible working options using remote agents could set you apart from your competition in terms of being able to accommodate growth and attract the best staff.

Add rapid and cost-effective outsourcing options by sending calls to third parties while maintaining full routing, reporting and agent control. Turn outsourcing on and off in one click without rollout fees.

Discover the simplicity of the Nortel Contact Center Offsite Agent solution

Nortel Contact Center Offsite Agent provides a user-friendly and technically simple solution for home-based, seasonal or temporary agents to fully participate in the delivery of quality customer service.

Easy to use

Using a home PC with an Internet connection and company VPN access, agents simply enter their remote location telephone number into a thin client application accessed via a URL. After logging into the PC application using their Agent ID, agents have access to various phone controls such as transfer, conference and hold along with other controls such as login/logout and ready/not ready. The status of the offsite agent will appear on all real-time displays and historical reports to ensure full management visibility of agent activities. Full contact recording capability is also enabled for all remote agents.

Use any phone

Agents can answer contact center calls wherever they have access to a phone that can be directly dialed from the Public Switched Telephone Network (PSTN), such as a normal analog home phone or mobile phone. A company digital phone or VoIP phone can also be used. Special contact center call handling functionality is provided via the application on the agent's PC.

Call data as well

Data associated with a call, such as an account number entered by the customer, is passed to the agent's PC screen when the call arrives. The remote agent has access to the same applications

as used in the main center, such as CRM, via a high-speed Internet connection.

Not reliant on a VoIP-quality network

Nortel Contact Center Offsite Agent does not rely on the availability or reliability of a VoIP-quality Internet connection to function. Using PSTN phone access for voice calls ensures voice quality equivalent to being in the main center. The Internet connection used for desktop call control and call data applications should ideally be high-speed ADSL or cable, but quality of service will no longer be an issue for agents seeking to work from remote locations.

Leverage the same platform for other innovative solutions

Nortel Contact Center Offsite Agent is a software solution based on Nortel's industry-leading customer contact solutions, which include Nortel Contact Center 6.0/7.0 for intelligent call handling, the innovative Nortel Interactive Communications Portal (ICP) and our next-generation CTI middleware Nortel Communication Control Toolkit (CCT). With this platform, many other solutions can be added, such as advanced speech self service, Nortel Speech Dial auto attendant, multimedia contact center and outbound campaign management.

For more information, visit Nortel on the Web at www.nortel.com. For the latest Nortel news, visit www.nortel.com/news.

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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The energy usage comparisons that are made by the Nortel Energy Efficiency Calculator are based upon each vendor's publicly available data for the maximum power consumption of the equipment listed in the calculator. Many factors may affect actual energy consumption and costs. User costs may differ from the results reached by the calculator.

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