

# Remote Agents



## Remote Agents with the Mitel Networks Teleworker Solution (6010)

Imagine if you could efficiently extend the full voice and data capabilities enjoyed by agents in your contact center to agents working at home or remotely. You could grow your contact center beyond the limits of its current facilities without increasing overhead – or eliminate the physical center altogether. You could offer agents the option of working at home without the need, expense or hassle of a daily commute. You could recruit new agents from outside your geographic area of operation without requiring them to relocate. And you could retain the services of skilled agents who move away from your operation due to relocation. Imagine all that and you begin to get a very real picture of the benefits your operation/agents could enjoy with Mitel Networks™ Teleworker Solution (6010).



it's about **YOU**

## Your Contact Center Agents Can Work Anywhere

Mitel Networks Teleworker Solution (6010) is an IP-based solution that supports remote agents with complete access to the voice and data capabilities enjoyed by their colleagues inside the contact center. All a remote agent needs to be a fully integrated member of the contact center team, is a Mitel Networks 5220 IP Phone, a PC, a home router and a high speed Internet connection.

## Simple Set-up, Cost Efficient Operation

Mitel Networks Teleworker Solution is a simple plug-and-work solution. The agent merely plugs the 5220 IP Phone to their home router, which is in front of their high-speed connection. Then they attach their PC into the phone, launch the PC-based VPN client, and the system does all the rest – establishing a secure connection over the Internet back to the contact center. There is no configuration required beyond powering up the IP phone and PC. The connection is almost instantaneous and, once made, it allows the agent to function and appear to the system as just another position in the contact center's ACD scheme. With voice prioritization and full phone feature parity to your standard 5220 IP Phone, it allows your remote agents to operate in a teleworker environment without fear of degraded voice quality or lost phone functionality. And since the connection is via the Internet, there are no toll or line charges beyond the cost of high-speed service regardless of the distance between agent and center.

## Scalable – Cost-effective Growth with Remote Agent Expansion

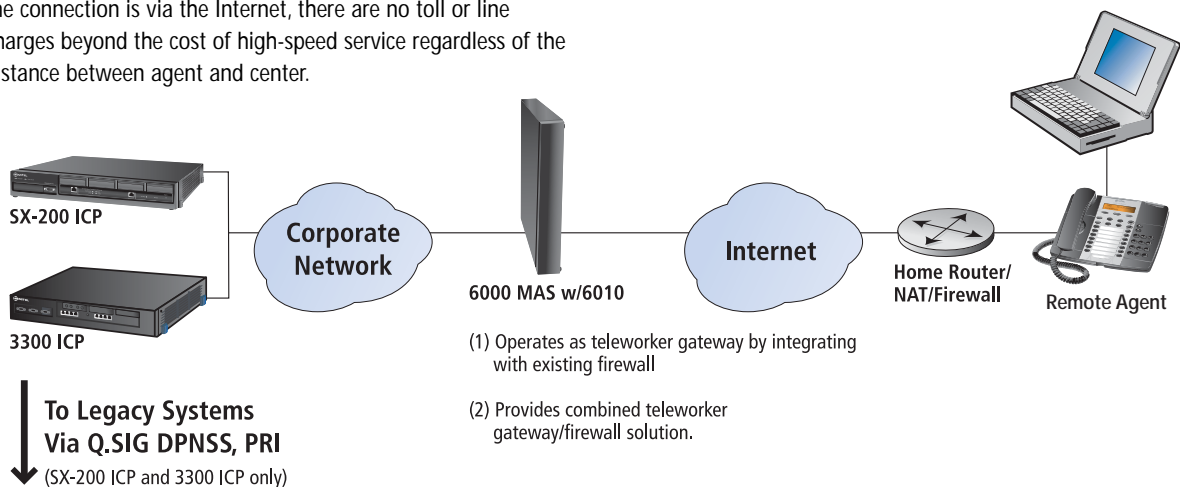
Operating on any IP-based Mitel Networks communications platform, remote agents can readily scale to accommodate the addition of new agents as required. Each teleworker server can support up to 128 simultaneous remote agents. In addition to supporting individual agents working at home, the solution can also support remote groups of agents co-located in a smaller branch office or center. For companies operating a series of centers to service different time zones or regions, it is an ideal alternative that eliminates long distance and line charges.

## Fully Secure Voice and Data

Voice communications via Mitel Networks Teleworker Solution are encrypted via Secure RealTime Protocol. For access to the contact center network, the solution can integrate with an existing IPsec VPN. Where no firewall exists, the solution can provide either IPsec or PPTP client-to-server VPNs using the VPN clients built into Microsoft Windows – no additional VPN client software is required.

## Call to Action:

For details or to purchase, contact your Mitel Networks Solution Provider or go online to [www.mitel.com](http://www.mitel.com) to be connected to a Solution Provider.



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