



Enhancing Business Continuity with Hosted Contact Center Services

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Current Business Continuity Options

- » Use Redundant Systems
 - Protects for Hardware and Software Faults
 - Subject to Building, Network, PSTN, Electrical and Disaster Interruptions
- » Create Geographically Separate Duplicate Systems
 - Expensive to purchase and maintain
 - Viable only in the most critical business situations
- » Route Traffic to Alternate Call Center
 - Send calls to a qualified second
 - Training, Capacity and Access to Data May be An Issue
- » Implement a Hosted Solution
 - May not be Viable for Policy, Corporate Bias or Regulatory Issues
 - Hosted Service May Not Address Full Mobility of Workforce

The New Option: Premises/Hosted Partnership

- » Day-to-Day Operations Remain on Premises Systems
- » Define Hosted Environment for Disaster and/or Overflow Operation
- » Simple Intuitive User Web Interfaces for Users and Administrators
- » Requires Only a Phone and an Internet Connection
- » Instant Activation (Agents Log-on and Redirect 800 Numbers)
- » Low Service Charge to Maintain Environment
- » Regular Service Charges Only Apply During Actual Usage

Benefits of the Hosted Partnership

- » No Change to Normal Operations
- » Fast Activation
- » Easy to Train Users and Test Workflow
- » Low Operational Overhead
- » Low Per Agent Cost per Month
- » Stand-by Service Can Also Serve Unexpected Peak Calling Demand
- » Low Complexity During Chaotic Episodes