

A photograph of a call center workstation. It includes a computer monitor with a headset on top, a keyboard, a mouse, a white cup, and a calculator. The image is partially overlaid by a blue diagonal graphic on the left side.

Validate Your Call Center's Remote Infrastructure

Suddenly, a high percentage of your call center staff must work from home

You suddenly need to transition your call center and customer service professionals to work from home. Many employees do not have remote access and are working on older antiquated equipment. We can help to properly prepare your remote infrastructure and test older equipment to support this transition and ensure the remote teams will stay productive no matter where they're working from. We realize that call center agents across the globe are affected by this, and many of them are running legacy apps on personal equipment.

We can also validate the end-user experience on popular call center systems utilizing typical customer service agents with necessary web applications, such as phone, live chat, email client, ERP/CRM access. Login Enterprise can be used to continuously test the availability of standard call center applications such as Five9, Genesys, NICEinContact, TalkDesk and Twilio.

Will your infrastructure stand up to the demand from remote users?

Login VSI can test and validate your remote infrastructure, including your call center applications, helping you to en-

sure your company's business continuity.

With Login Enterprise load testing, call centers can be assured they are keeping remote teams fully engaged.

You need to rapidly test and validate your remote infrastructure

Login VSI can quickly test your entire remote environment, be it EUC technologies like Citrix Virtual Apps and Desktops, VMware Horizon or Microsoft RDS and WVD. We can also automatically test older equipment and employee equipment, ensuring the end-user experiences on popular call center systems, such as Five9, Genesys, NICEinContact, TalkDesk and Twilio.

Change management for a remote workforce

If this remote workforce paradigm continues, how will you roll out new desktop images? Compliance and change management protocols are hard enough with a centralized workforce, but a remote workforce introduces many new variables – it will require even more testing.