



## Home-Based & Remote Call Center Agents Become a reality with StrataSIP<sup>™</sup> Web Agent

Today, most call centers face the ongoing problem of agent turnover and not having a qualified pool of talented agents available. StrataSip<sup>™</sup> Web Agent helps to alleviate these problems enabling our customers to hire talented semi-retirees, home-bound and long-distance agents as well as those that simply prefer to work from home versus a traditional call center environment.

StrataSIP<sup>™</sup> Web Agent is a Voice over Internet Protocol (VoIP)-enabled soft phone that uses the Session Initiation Protocol (SIP) coupled with a browser-based agent interface utilizing Microsoft .NET web services in conjunction with the StrataDial<sup>®</sup>.VC2<sup>™</sup> Enterprise call center software suite. StrataSIP<sup>™</sup> Web Agent includes full support for both remote call center agents and home-based agents for processing both inbound and outbound (blended) calls simultaneously.

Utilizing the latest advancements in VoIP and SIP, remote call centers and home-based agents can be launched from anywhere in the world. These remote call center agents appear as seamless members of the entire call center agent pool and can be monitored, adjusted and activated exactly like agents working in the primary call center. Remote contact center or home-based agents can quickly and easily be activated



Web Agent interface with StrataSIP<sup>™</sup> soft phone

without having to utilize any specialized hardware devices for conversion from IP to analog.

The StrataSIP<sup>™</sup> Web Agent allows agents to connect remotely to the StrataDial<sup>®</sup>.VC2<sup>™</sup> Enterprise call center software suite with nothing more than a Windows-based PC with soundcard, a high-speed internet connection and USB-headset. The StrataSIP<sup>™</sup> Web Agent Client achieves optimal voice quality by automatically choosing the compression codec based on available bandwidth so both agents and customers receive the highest voice quality.

### Customer Inter@ction Solutions<sup>®</sup> 2004 Product Of The Year Award

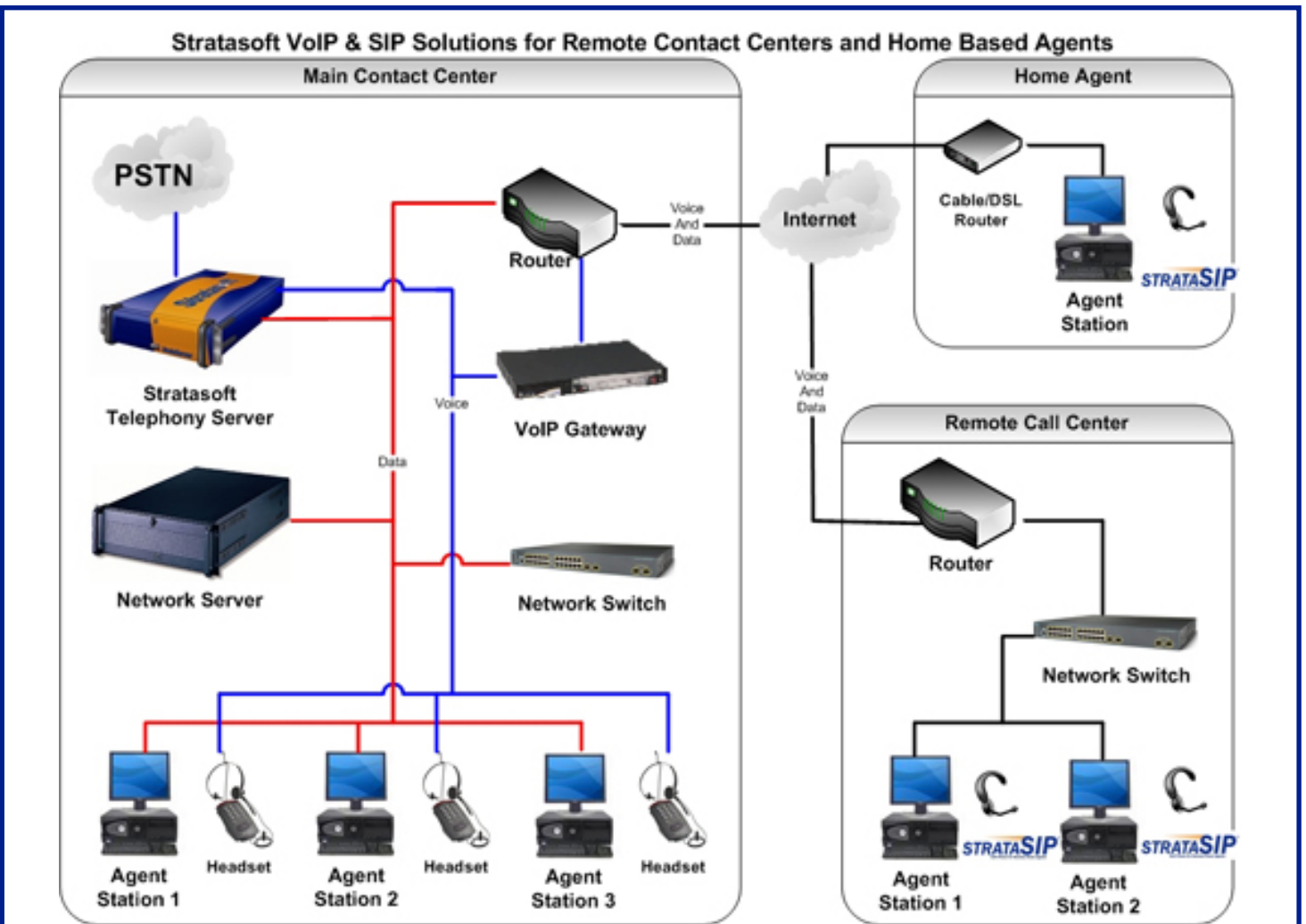


Each year, Customer Inter@ction Solutions<sup>®</sup> magazine bestows its Product of the Year awards on companies that have demonstrated excellence in technological advancement and application refinements. These are products and services that have gone the extra mile to help improve both the customer experience and the ROI for the companies that use them. Stratasoft's StrataSIP<sup>™</sup> has won this award for their outstanding contributions in the contact center software industry and innovations in the VoIP sector.

**The StrataSip™ Web Agent solution provides Stratasoft clients with many significant benefits including:**

- Geographic independence of technology and agent location facilitating ease of implementation and administration.
- Significant reduction in agent turnover; one of the biggest problems facing most contact centers today.
- Enabling Stratasoft clients access to a new pool of talent that can work from home.
- A Unified Contact Center Solution on a single platform from a single vendor.

Stratasoft firmly believes that enabling our clients to leverage the StrataSIP™ Web Agent technology gives them a significant competitive advantage and measurable ROI over competing systems. Stratasoft clients are able to capitalize on all the advanced functionality resident in the StrataDial®.VC2™ contact center platform along with the seamless StrataSIP™ Web Agent offering the best of both worlds. Time proven contact center technology coupled with the latest advancements in VoIP and SIP technology on a single platform: A Winning Combination!



This diagram illustrates a common client implementation that incorporates a traditional contact center utilizing analog TDM phone service in the primary center while leveraging the StrataSIP™ Web Agent for both home-based agents as well as a remote contact center with multiple agents.

Several other implementation scenarios are also possible including full utilization of VoIP and the StrataSIP Web Agent in the primary contact center bypassing the use of traditional analog TDM phone service completely. To learn more about the many available options, please contact a Stratasoft sales representative today at 1-800-390-1157 or [info@stratasoft.com](mailto:info@stratasoft.com).