



Introduction

This document describes the particular characteristics of the user position in Call Center environments, and the benefits of adopting a desktop virtualization solution with UDS Enterprise as a management and administration system for this type of platforms.

Very specialized user positions

A platform of user positions dedicated to Call Center services has a series of characteristics and peculiarities that make it a highly specialized system. Its main features are:

- **High rotation of the operators.** In this type of environment, users change with a periodicity that does not occur in other types of environments. A high rotation implies a management and continuous administration of the authentication system of the platform itself
- **Many operators, same profile.** The offering of a Call Center service is usually provided by a large number of operators. In most cases, these operators have a very precise and defined work operation, using applications and work tools that are practically the same for each one of them
- **Limited hardware resources.** Normally, the tools and applications used in this type of environment do not require a very high consumption of resources. The desk positions that are currently on the market offer hardware features that far exceed the resources required for this type of job
- **A practically non-existent documentation.** In this type of environment, operators do not generate much documentation in terms of disk space. Existing documentation refers to the basic procedures of user action and must be available to them. Call reports must be available to supervisors

- **Frequent changes in the user position.** Due to the high turnover of the operators and campaigns, it is necessary that the Call Center positions be always in an operative state for the new user that is going to use the position, which makes it essential to adjust the desktop. It is also necessary to carry out a reconfiguration of the user position every time a customer service and information campaign are launched, in which new tools and applications are used.
- **Minimal Upgrade and intervention outlets of the user position.** Because these positions are used in many cases 24 hours a day, it is very difficult to carry out interventions on the job. The outlets of interventions are very scarce and of short duration.



Image courtesy of Stuart Miles / FreeDigitalPhotos.net

- **Integration of softphones with applications and Call Center tools.** In these types of environments, the use of IP telephony or VoIP has been generalized, requiring a perfect integration between the hard phone, softphone and the tools and applications used by users. In some cases, the user needs to register their credentials several times for different softphone tools, applications and software.



UDS Enterprise in Call Centers

UDS Enterprise allows you to design a Call Center environment with all the guarantees thanks to its flexible architecture and differential features:

Support of native Windows and Linux Desktops ⁽¹⁾

Multi-hypervisor. UDS Enterprise is able to manage and deploy VDI platforms in different hypervisors simultaneously ⁽¹⁾

⁽¹⁾ Thanks to these features it is possible to deploy Call Center positions, defining their best location and characteristics according to different criteria such as job criticality, availability of hardware resources, definition of customer service and information campaigns, etc.

Multi-authenticator. UDS Enterprise allows you to assign virtual desktops to users and groups of users from different sources at the same time and with virtually unlimited configurations ⁽²⁾

Creation of users, groups and metagroups.

Metagroups are used to allow connection to virtual desktops, to users belonging to several groups with the same name within the entity. ⁽²⁾

Authentication system based on the connection device. UDS Enterprise allows you to assign virtual desktops to specific connection devices based on their IP address, MAC, etc. giving the system a great flexibility. ⁽²⁾

⁽²⁾ Thanks to the flexibility offered by UDS Enterprise, it is possible to define the type of connection to the user device, allowing full integration through the use of mixed authentication systems, facilitating the transfer of credentials with applications, tools and devices where it is necessary to register the connection credentials.

Multi-protocol. UDS Enterprise allows connections to virtual desktops or physical resources using virtually any/many connection protocols simultaneously. ⁽³⁾

⁽³⁾ The ability to select the connection protocol that best adapts to the needs of each project offers a wide range of possibilities when selecting the type of connection to the user device, with a saving in resource and bandwidth consumption, etc. This feature also allows choosing between licensed and unlicensed protocols, with consequent cost savings.

Secured SSL WAN Access. UDS Enterprise makes secure connections to virtual desktops through a tunneler without the need for a heavy client, third-party products or modules with additional cost. ⁽⁴⁾

User access from any web browser and OS without the need for client software through connection plugins or using RDP via HTML5 ⁽⁴⁾

⁽⁴⁾ These functionalities allow the operators of a Call Center to perform their work from a remote location, with the consequent saving in the rent of office space and energy consumption, assuming an incentive for both the company and the operators themselves.

Virtually unlimited configuration possibilities. UDS Enterprise incorporates a management system for additional modules and the definition of configuration variables at two levels:

- Definition of configuration variables at the system level ⁽⁵⁾
- Definition of configuration variables at the independent module level ⁽⁵⁾

Possibility of personalizing the tool for each client through customized developments, in a simple, fast and effective way. ⁽⁵⁾

Easy integration with third-party software ⁽⁵⁾

⁽⁵⁾ These functionalities allow UDS Enterprise to integrate with specific Call Center tools and applications. It is also possible to carry out specific developments that allow the integration of different devices (thin clients, softphones) with the Call Center user position platform.



Case study

José Luis Alonso Carmona, IT Manager for Europ Assistance Spain:

"Using UDS Enterprise has allowed us to deploy and manage virtual desktops simply and easily, helping compatibility with CTI and IP telephony systems. We value very highly its simplicity, flexibility, and support system through the subscription by the number of users. The simplicity it brings allows us to prepare the necessary resources for a new client in a matter of minutes. Its flexibility has made it easy for us to integrate user authentication. Also, the subscription system allows us to have UDS Enterprise updated at all times and with direct support from the manufacturer".

Support and professional services

VirtualCable markets UDS Enterprise through a subscription model, including support and updates, depending on the number of users.

In addition, VirtualCable offers professional services to install and configure UDS Enterprise and other virtualization technologies.

For more information, visit www.udsenderprise.com or send us an email at info@udsenderprise.com