

Introduction

This document describes the specific characteristics of the Call Center workstation environment and the benefits of adopting an VDI solution with UDS Enterprise as a management and administration system for this type of platform.

Very specialized Workstation environment

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

- **High operator rotation.** In this type of environment, the users change more frequently than in other types of environments. A high rotation entails constant management and administration of the platform authentication system
- **Many operators, same profile.** In order to offer a Call Center service, the service itself is provided by a large number of operators. In most cases, these operators have very specific and defined job operations, using work applications and 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 use of resources. The desktop stations currently found on the market offer hardware characteristics that far exceed the resources required for this type of station
- **Practically non-existent documentation.** In these types of environments, the operators do not create much documentation in terms of disk space. The existing documentation refers to basic user action procedures and must be available to them. The call reports must be available to the supervisors

- **Frequent changes in the user station.** Due to the high rotation of operators and campaigns, it is necessary for the Call Center stations to always be in an operating state for the new user who is going to use the station, which makes it essential to redesign the desktop. It is also necessary to reconfigure the user station each time that call center customer care campaigns in which new tools and applications are used are begun
- **Windows for updates and minimal user station intervention.** Due to the fact that in some cases these stations are used 24 hours a day, it is very difficult to make changes to the work station. Therefore, the time openings to make changes are very limited time windows



Image courtesy of Stuart Miles / FreeDigitalPhotos.net

- **Integration of softphones Call Center tools and applications.** In these types of environments, the use of Voice over IP, or VoIP, has been generalized, making it necessary to perfectly integrate the hardphones, softphones, tools and applications used by the users. In some cases, the user needs to register their credentials several times for the different software tools, applications and software.
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UDS Enterprise in Call Centers

UDS Enterprise allows you to design a Call Center environment with full guarantees thanks to its flexible architecture and differentiating characteristics:

Native Windows and Linux Desktop Support ⁽¹⁾

Multi-hypervisor. UDS Enterprise is capable of managing and deploying from a single console VDI platforms or IP services on different hypervisors ⁽¹⁾

⁽¹⁾ Thanks to these characteristics, it is possible to deploy Call Center stations, establishing the best location and characteristics according to different criteria such as station criticality, hardware resource availability, definition of consumer care campaigns, etc.

Multi-authenticator. UDS Enterprise allows you to assign virtual desktops to users and user groups from various sources and with a practically unlimited number of configurations. ⁽²⁾

Creation of users, groups and meta-groups. The meta-groups are used to permit users who belong to several groups with the same name within the organization to connect to virtual desktops ⁽²⁾

Authentication system based on connection device. UDS Enterprise permits the assignment of virtual desktops to specific connection devices depending on their IP address, MAC, etc, providing the system with great flexibility. ⁽²⁾

⁽²⁾ Thanks to the flexibility offered by UDS Enterprise, it is possible to define the manner of connecting to the user station, permitting full integration through the use of mixed authentication systems, facilitating the transfer of credentials with applications, tools and devices in which it is necessary to register connection credentials.

Multi-protocol. UDS Enterprise permits connection to virtual desktops or physical resources by using practically any connection protocol. ⁽³⁾

⁽³⁾ The ability to be able to select the connection protocol offers a wide range of possibilities when choosing the way to connecting to the user station, resulting in less use of resources, bandwidth, etc. Furthermore, this characteristic allows you to choose between licensed and non-licensed protocols, with the resulting cost savings.

WAN Security Access SSL. UDS Enterprise makes secure connections to virtual desktops via a tunneler, without requiring a heavy client, thirdparty products or product modules with additional costs ⁽⁴⁾

User access from any web navigator and OS without requiring client software through connection plug-ins. The Access may be made using RDP via HTML5 ⁽⁴⁾

⁽⁴⁾ These functionalities allow Call Center operators to be able to work from a remote location, with the resulting savings in office space rental and energy consumption, which makes this option an incentive for both the company and the operators themselves.

Practically unlimited configuration possibilities. UDS Enterprise incorporates an additional module management system and the definition of configuration variables in two levels:

- Definition of different system configuration variables ⁽⁵⁾
- Definition of independent module configuration variables ⁽⁵⁾

Possibility of tool personalization for each client via personalized development in a simple, quick and effective way ⁽⁵⁾

Easy integration with third-party software ⁽⁵⁾

⁽⁵⁾ These functionalities allow UDS Enterprise to be integrated with specific Call Center tools and applications. It is also possible to make specific developments that allow for the integration of different devices (thin clients, softphones) with the Call Center user station platform.



UDS Enterprise

Virtual desktops in Call Center

www.udsenderprise.com

Case study

-Santiago Pérez, Director of Computing and Communications for Europ Assistance Spain:
“Using UDS Enterprise has allowed us to deploy and manage virtual desktops and VoIP phone services. simply and easily”.

Professional support and services

VirtualCable sells UDS Enterprise through a subscription model, including product support and updates in segments based on number of users.

Additionally, VirtualCable offers a broad portfolio of professional services to install and configure UDS Enterprise and other virtualization technologies.

For further information visit www.udsenderprise.com or email us at sales@udsenderprise.com