

# Mitel Business Process Desktop Contact Center Solution

## Deploy Voice and Collaboration to Virtualized Desktops with Mitel

HOW-TO GUIDE

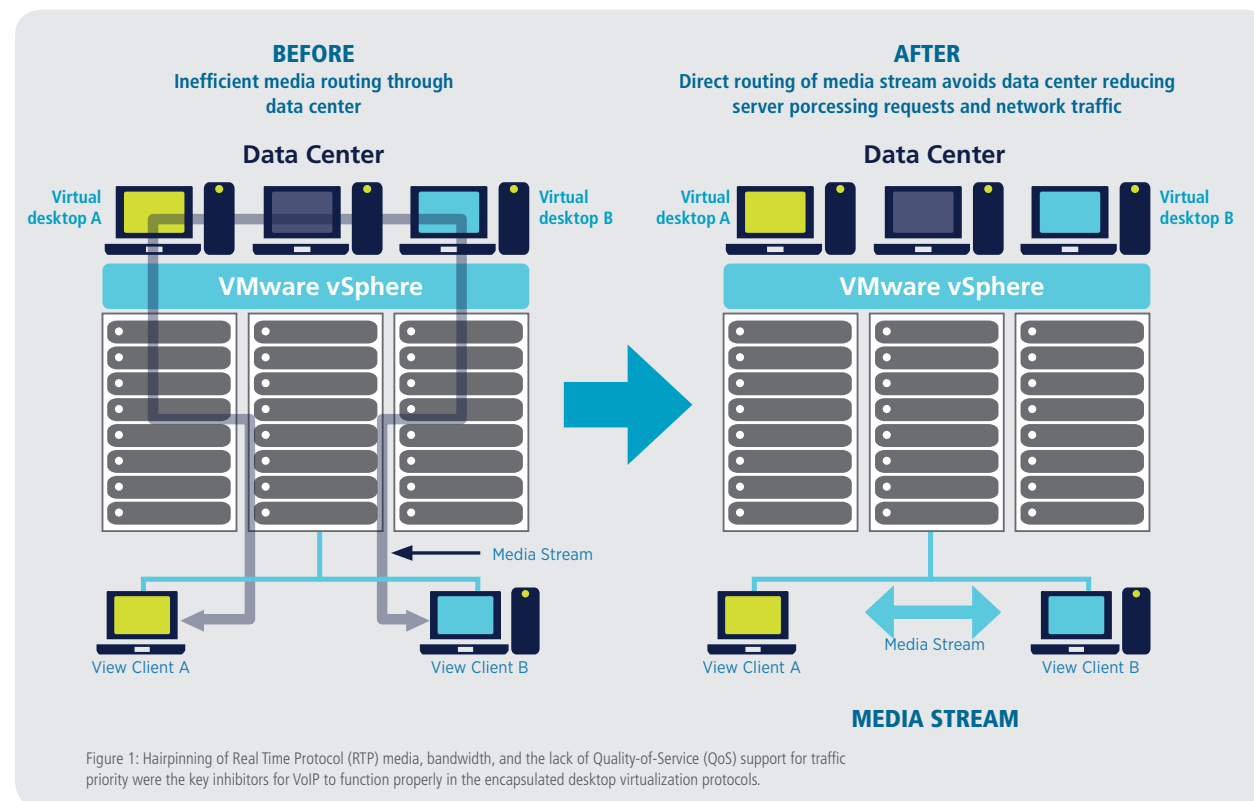
## Solution Overview

Traditional contact centers, until now, have been unable to stream clear, real-time, high quality voice transmissions from unified communication (UC) systems to and from all of the desktops and devices within a virtual desktop infrastructure (VDI) environment.

The Mitel Business Process Desktop Contact Center Solution enables any business to deploy a business process desktop contact center in a virtual desktop environment. Key solution benefits include the ability to leverage infrastructure consolidation and desktop virtualization to deliver a rapidly deployable, accessible anywhere contact center.

# Architecture & Design

In the past VDI in general could not handle Multi-Media well especially real-time Multi-Media. A VDI deployment was simply not scalable at the core in the data center. Today, by offloading that Real Time Protocol (RTP) burden, we eliminate CPU and Memory consumption in the data center caused by the hairpin effect. The hairpin effect illustrated in figure x is when multi-media is sent from the origination point to the end point via the datacenter. This incurs immense processing overhead – magnified network bandwidth requirements, increased data center server processing – with the result being such that the media QoS is so poor that any form of practical deployment is impossible. Adopting the VMware View API enables scaling of the VDI core by leveraging the endpoint resources to do the heavy lifting of coding and decoding the multi-media



Implementing a Business Process Contact Center Desktop gives call center agents a rich, consistent, and high performance call center desktop and audio experience from any device supported by the VMware PCoIP API. This enables your IT department to reduce capital expenditure by leveraging existing hosted infrastructure and is able to rapidly deploy call center agents from anywhere.

# Validation Result

Fuse Networks a company specializing in the design and delivery of managed IT services Business Process Desktop Contact Center as part of their business. Fuse Networks maintains a 24 x 7 On-Demand Call Center which enables them to effectively support all of their customers regardless of the agent location. Any Agent anywhere can be available.

## Business Process Contact Center with VMWare and Mitel

Expanding a call center during peak times requires several resources. As Fuse Networks developed their call center several issues began to turn up. A major issue was the time in which a call center agents could be deployed. Once Fuse Networks began to deploy the VMware View VDI platform leveraging the Mitel View Plug-in Fuse was able to turn up a call center agent in a matter of minutes and the call center agent could be based almost anywhere geographically.

## Productive Agents, Anywhere

“Our agents are people that provide customer support, can do it from their home. They can do it from the hotel room. They can do it from the office.” – Tim Maio, Founding Principal Fuse Networks

Fuse Network contact center agents are as productive or even more from their home offices as they are from a traditional brick and mortar office. An agent can launch their View session from any windows laptop or PC exactly the same way they launch a View session from the office.

## Simplified Management

Leveraging the VMware vSphere framework bring real business value to Fuse Networks and Mitel's adoption and integration into this VMware framework allows fuse to use the vSphere tools to centrally manage and administer the entire solution. No more disparate systems or physical servers everything is under one framework.

## Strong Return on Investment

“Having an integrated solution through VMWare View the Mitel Contact Center Solution really helped create a financial ROI that's very strong.” - Larry Johnson, Chief Financial Officer, Fuse Networks

# Design Components

## Unified Communication with VMware View

This solution provides contact center managers the ability to give contact center employees the tools they need to enhance productivity and efficiencies immediately.

Each View desktop used by a contact agent has a Mitel Contact Center software application with an integrated softphone, connected to powerful Contact Center reporting and management software (Virtual Contact Center) and voice/UC control software (Virtual MCD). The solution can scale to several hundred contact center agents and several thousand UC business users.

VMWare ESX 5.0

VMWare vCenter Server 5.0

VMWare View 5

Mitel Virtual Communications Director (vMCD)

Mitel Virtual Contact Center (vCC) Solution

Mitel Virtual Border Gateway (vMBG)

Mitel Virtual Unified Communicator Advanced (vUCA)

Windows-Embedded Thin Client

Microsoft Windows 2008 R2

Windows 7

## Learn More

[Mitel Business Process Desktop Demo](#)

[White Paper: Giving Voice to the Virtual Desktop](#)

[Business Process Desktop Contact Centre Solution Brief](#)

[Mitel Virtual Solutions Brochure](#)

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