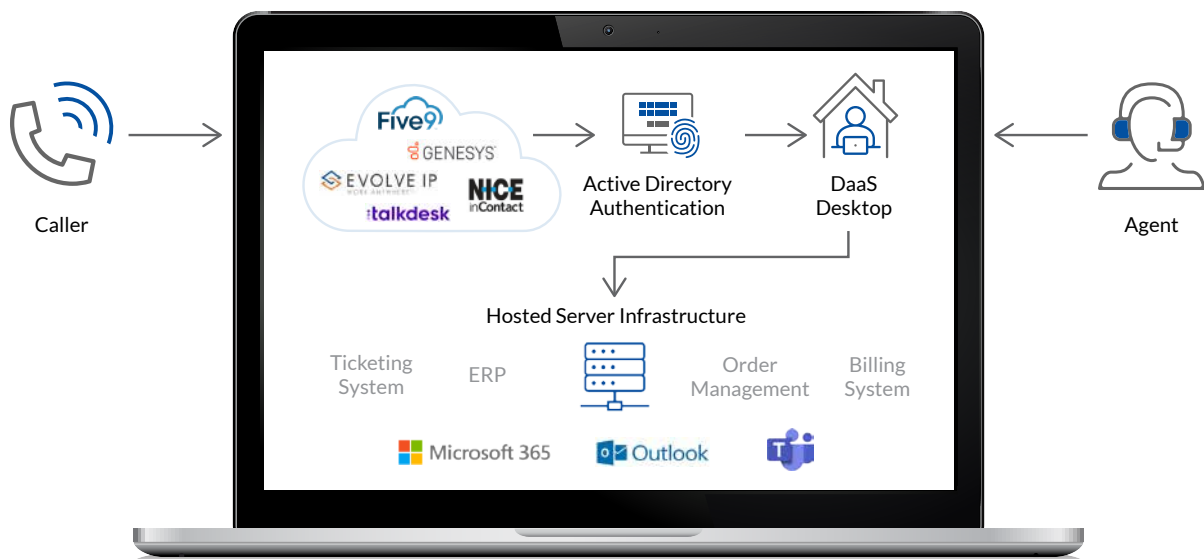


How to Leverage Virtual Desktops for your Remote Contact Center Agents

CX is about more than just connecting the **Caller** to the **Agent**. It's also about providing Agents with a simple method to access the internal business systems often required to **Solve the Caller's Problem**.



With Evolve IP's virtual desktop solution, the caller not only gets access to ANY contact center platform, but to all internal business applications and systems, enabling them to deliver an exceptional CX.

The problem:



Remote Workforce: Contact centers continue to trend toward a remote/hybrid workforce



Increasing Costs: The IT costs associated with that trend continues to increase due to the high cost of procuring, provisioning, securing, managing, and ultimately reclaiming all of the physical hardware necessary for remote contact center work.



30-45% Agent Attrition: Contact center attrition rates average between 30-45%, which means IT staff must spend more time, resources, and money to reallocate those physical hardware assets.

The solution:



Integrate DaaS with your current CCaaS solution: By integrating DaaS and CCaaS or DaaS and current PBX systems, Evolve IP has the ability to reduce capital expense for new PCs, reduce IT support costs, eliminates the need for expensive and inefficient VPNs—all while improving CX (Customer Experience)



Improve CX: Virtual Desktops improve CX by providing direct access to Server-based applications like ERP, Order Management, Billing, and Ticketing Systems, while eliminating the need for Corporate owned PCs and cumbersome VPN connections.

