VALIDATE YOUR CALL CENTRE'S REMOTE INFRASTRUCTURE

Suddenly, a high percentage of your call centre staff must work from home

You suddenly need to transition your call centre and customer service professionals to work from home.

Many employees do not have remote access and are working on older antiquated equipment. We can help to properly prepare your remote infrastructure and test older equipment to support this transition and ensure the remote teams will stay productive no matter where they're working from. We realise that call centre agents across the globe are affected by this, and many of them are running legacy apps on personal equipment.

We can also validate the end-user experience on popular call centre systems utilising typical customer service agents with necessary web applications, such as phone, live chat, email client, ERP/CRM access. Login Enterprise can be used to continuously test the availability of standard call centre applications such as Five9, Genesys, NICEinContact, TalkDesk and Twillio.

Will your infrastructure stand up to the demand from remote users?

Login VSI can test and validate your remote infrastructure, including your call centre applications, helping you to ensure your company's business continuity.

With Login Enterprise load testing, call centres can be assured they are keeping remote teams fully engaged.

You need to rapidly test and validate your remote infrastructure

Login VSI can quickly test your entire remote environment, be it EUC technologies like Citrix Virtual Apps and Desktops, VMware Horizon or Microsoft RDS and WVD. We can also automatically test older equipment and employee equipment, ensuring the end-user experiences on popular call centre systems, such as Five9, Genesys, NICEinContact, TalkDesk and Twillio.

Change management for a remote workforce

If this remote workforce paradigm continues, how will you roll out new desktop images? Compliance and change management protocols are hard enough with a centralised workforce, but a remote workforce introduces many new variables – it will require even more testing.

ABOUT LOGIN VSI

Login VSI automatically tests and validates the impact of change to physical, virtual and cloud-based workspaces, to maximise the true end-user experience.