

On-Demand Call Center with VMware View

A VMware View™ 5 and Mitel® Unified Communication Practice

KEY BENEFITS

- Leverage infrastructure consolidation and desktop virtualization to deliver instant call center architecture.
- Provide service level agreements (SLA) required for desktop and VoIP availability.
- Ease technology acquisition budgets among enterprises and service providers as the global economy recovers from the recent downturn.

SOLUTION COMPONENTS

VMWare ESX 5.0
VMWare vCenter Server 5.0
VMWare View 5
Mitel Virtual Communications Director (vMCD)
Windows-Embedded Thin Client
Microsoft Windows 2008 R2
Windows 7

Deploy Voice and Collaboration to Virtualized Desktops

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.

This solution enables any business to build an on-demand call center from scratch in a virtual desktop environment.

Before today, you may have set up audio in a VDI scenario without VMware View or PCoIP – but it was not scalable at the core. Now, by offloading that RTP burden at the core, you reduce potential latency and jitter in the hairpinning. In the meantime, you also reduce the processing overhead required to code and decode the audio.

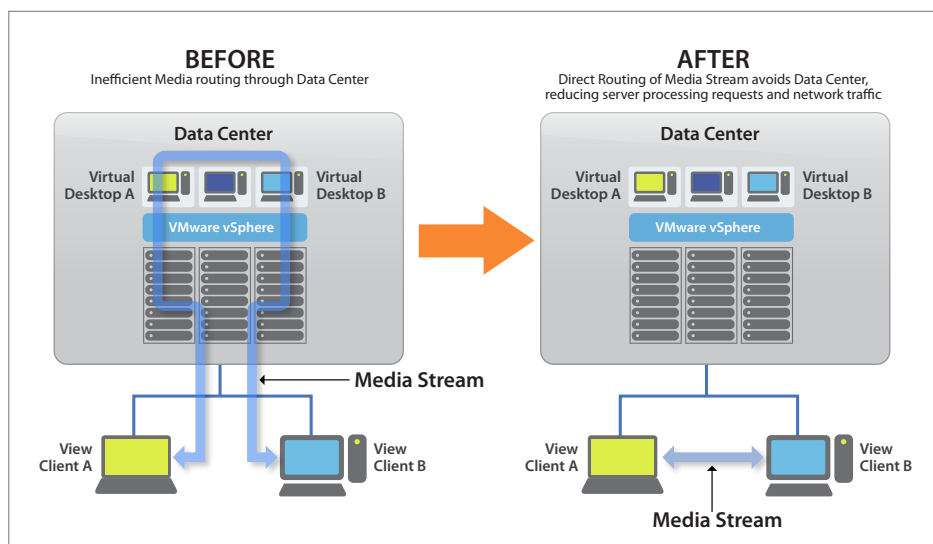


Figure 1: Hairpinning of Real Time Protocol (RTP) media, bandwidth, and the lack of Quality-of-Service (QoS) support for traffic priority were the key inhibitors for VoIP to function properly in the encapsulated desktop virtualization protocols.

Desktop virtualization using VMware View already offers tremendous benefits by moving desktops and applications into the cloud and delivering them as a managed service. IT administration is more automated and efficient, security is improved and the total cost of desktop ownership can be reduced.

Now, by implementing this solution, your end users can get a rich, consistent, and high-performance call center desktop and audio experience from any qualified device, including Windows-embedded thin clients or tablets. And your IT department can reduce capital expenditure by leveraging your existing hosted infrastructure.

Your Challenge

Call center infrastructure (inbound and outbound telemarketing services, help desk services, government-operated support centers and other structured communication operations) needs equipment, software, and services to operate call centers for basic telephony and multichannel support. Solutions have traditionally been hardware-centric, but most UC vendors' solutions are now shipped as software that the customer can run on properly configured commercial, off-the-shelf servers. Some still require proprietary components.

