

# CLOUD DELIVERED DESKTOPS FOR CONTACT CENTERS



## How critical is the contact center?

Contact Centers are critical for companies. The experience a customer has with customer care can have a major impact on their opinion and continued patronage of the organization as a whole. Companies can't afford for their contact centers to be effected by:

- Downtime
- Slow agent response time
- Security breaches
- Compliance fines
- An inability to scale with demand

Anything from agents not being able to get to the office because of weather to slow response times because an organization wasn't able to adequately scale with demand to a data breach that exposes customer information can have a negative impact on customer experience.

Organizations across industries need a reliable way to ensure their contact centers and agents are available, productive and secure.

## A modern solution for modern needs

Dizzion's end user computing services were designed to address the needs of a modern workforce. Built on a foundation of mobility, accessibility and security, Dizzion makes it easy for agents to securely access the desktops, data and applications they need from anywhere, anytime, using any internet enabled device.

Dizzion's range of services is ideal for both in-house and remote contact center agents. Choose between full virtual desktops (customized to your computing resource needs), select application streaming for dramatic cost savings or secure endpoint solutions like UBS keys and thin clients – or a combination of delivery methods.

Dizzion's VDI is a more secure solution than VPN because it extends through the endpoint, ensuring sensitive data is secure on agents' devices and never stored on the endpoint – ideal for BYOD programs.

A fully managed service, Dizzion takes care of the virtual desktop infrastructure and includes post-implementation support to ensure your environment is always performing as expected and is updated with the most recent patches, anti-malware and antivirus.



## Key Benefits

### Compliant Desktops

Independently verified HIPAA & PCI compliant cloud delivered desktops available, making it easier to achieve and maintain compliance.

### Support Remote Agents

With virtual desktops, application streaming and secure endpoint solutions, Dizzion makes it fast and easy to get remote agents up and running and keep them secure.

### Security & Controls

More than 100 user-level controls to limit exactly what employees see and what actions they can take.

### High Performance

Purpose-built for speed and performance on infrastructure that delivers 99.99% availability.

### Business Continuity

Ensure employees always have access to mission-critical applications and data anytime, anywhere, from any device

### Secure Endpoint Solutions

Dizzion offers multiple secure managed endpoint solutions to help remove the burden of endpoint security, support and maintenance.

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## BENEFITS FOR CONTACT CENTERS

CHALLENGE	FEATURE	BENEFIT
<b>Hardware provisioning</b>	Dizzion's <a href="#">zLink</a> endpoint solutions are affordable, secure and easy for end users to setup.	No more shipping costly laptops and supporting hardware from a distance.
<b>Creating a compliant desktop environment</b>	Independently verified HIPAA HITECH & PCI compliant solutions.	Ensure all employees and contractors are working in a secure, compliant environment at all times.
<b>Support remote agents</b>	Reliable, configured desktops accessible from any device with an internet connection.	Allow employees to work from anywhere, including work at home and bring your own device (BYOD) initiatives.
<b>Scaling with demand &amp; seasonality</b>	Spin up more desktops when needed, then reduce the number when demand normalizes.	No more buying expensive hardware that sits unused.
<b>Secure sensitive consumer data (PII, PHI, PCI, etc.)</b>	100+ user controls to restrict functions like copy/paste, external saving, printing, etc. All data is stored in a secure data center and is never saved to the local device.	Take a proactive stance in protecting all the types of sensitive information your organization handles.
<b>Deep agent productivity and utilization insights</b>	Dizzion Control Center offers real time user insights that surface KPIs like agent log on times, active vs. idle time, application usage, etc.	Know exactly what agents are doing for fast trouble shooting and to identify what makes high efficient agents so productive.
<b>Valuable business insights and trend tracking</b>	Dizzion Control Center Insights offers historical data to highlight important trends like application, resource and license usage.	Rightsize environments and budget by making smart, data-driven business decisions.

Learn more at [www.dizzion.com/contact-centers](http://www.dizzion.com/contact-centers)