

AT A GLANCE

CALL CENTER RESPONSIVENESS

Improving your ability to handle rapidly evolving challenges

In Call Centers around the world, the COVID-19 pandemic has changed the game. Healthcare and insurance questions, order fulfillment and reservation services related calls are proving crucial to maintain corporate efficiency and customer satisfaction. With so many businesses being asked to close their offices, a phone call is often the most appropriate way to get needed information quickly.

Aruba and the services we offer play a critical role in the ability to quickly and efficiently address the challenges facing service organizations during this time of crisis. Aruba is responding to this with the same “Customer First, Customer Last” approach that has long endeared us to our customers worldwide for over 17 years.

WE'RE HERE TO HELP.

- **Send your workers home.** While call centers have traditionally been a mixture of on-site and distributed workers, the need to follow social distancing and self-quarantine guidelines may require more workers to be productive at home. **Aruba Remote Access Points (RAPs)** extend the same network services and security policy to an employee's home, just as if they were sitting in a call center. Additional services include:
 - The ability to automatically redirect incoming calls to VoIP handsets and soft phones within the employee's home
 - Local printing via built-in Ethernet ports





- **Offer quality voice and video performance.** Ensure that customers are taken care of without dropped calls and poor video quality. Aruba OS can be set up to prioritize unified communications related business apps. Preventing users from visiting unwanted websites is also simple to implement if needed.
- **Leverage the power of the cloud.** One key facet of cloud service delivery is the ability to grow capacity as needed. This current pandemic is a great example of how this capability proves valuable. Aruba Central allows organizations to manage new additions to existing networks simply and without on-site presence. When the need for any temporary installation passes, it's also easy to scale back licensing requirements.
- **Utilize outsourced resources.** Securely extend your network to a third-party, so you can quickly adjust to demands. Aruba RAPs and role-based authentication and policy enforcement make it easy to securely offload less-critical operations to a third party.

The goal is to quickly support and solve the most critical issues facing your customers in an effort to provide a peace of mind. Call Centers and the people tasked with offering service in these challenging times are essential to our communities and worldwide. Aruba is honored to support our global customers and partners through this crisis.

SOLUTIONS THAT CAN HELP

Aruba Remote Access Points (RAPs)

All-in-one Wi-Fi and Ethernet ports for the home and small offices. No technical expertise needed for installation.

Aruba Central

A cloud management and operations solution that offers visibility for all of your sites with easy to use deployment tools – all from a single pane of glass. A 3-step onboarding wizard, Zero Touch Provisioning, a mobile app, an intuitive dashboard and reporting capabilities help keep things simple. No in-home visits required.

Aruba AirWave

Expand and manage an existing environment by adding RAPs and manage them through AirWave. Zero Touch Provisioning provides a simple way to pre-configure RAPs; just send them to employees and have them download software from the cloud. No in-home visits required.

SUMMARY

As organizations explore ways to enable and secure remote workers, you can count on us to help you through these challenges. Let us know what we can do to help.