WHITEPAPER

Remote Call & Contact Center Performance Monitoring

Ensuring performance of voice, video and collaboration tools

The trend of consolidating offices and embracing remote work is a hallmark of the modern enterprise, as a wealth of new connected technologies allow businesses to run a less headquarters-centric operation. The benefits are plentiful, as teams can trim the amount of desk space they need to pay for, and expand their search for talent to virtually anywhere.

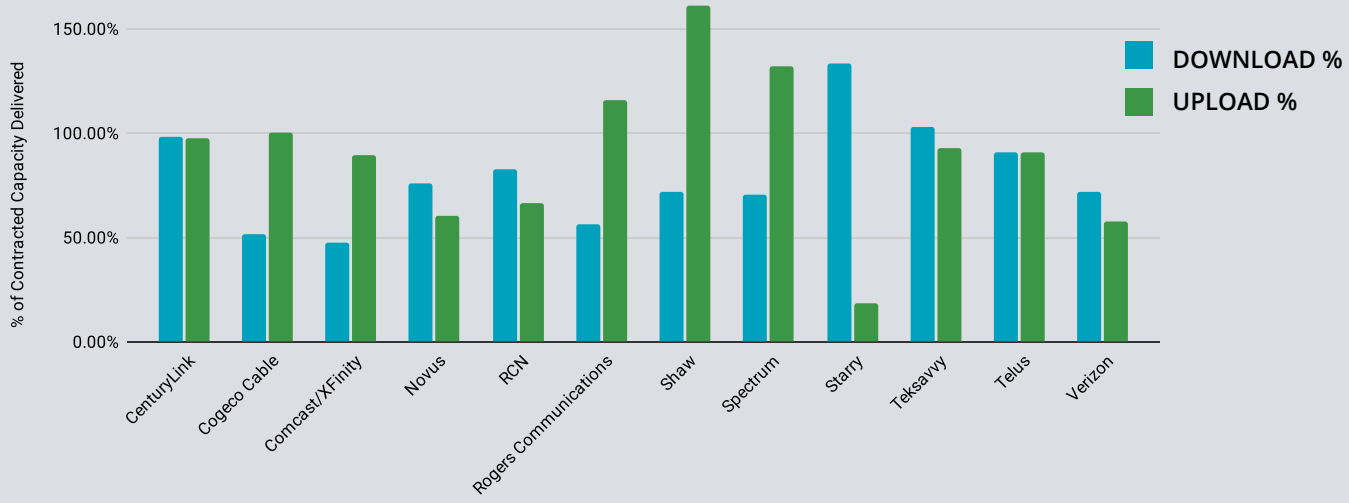
What enables contact center workers to work remotely is their ability to leverage VoIP, Video, and UCaaS solutions that rely on the enterprise WAN to perform. These tools require high-throughput traffic protocols (UDP, for instance) that make them among the most sensitive tools to network degradation. So if a remote call center employee doesn't have a strong connection to the apps and networks supplying voice and video, it's a direct customer-facing instance of the brand failing to meet expectations.

With comprehensive network performance monitoring in place, enterprise IT teams can validate the connections between their remote workers, the app providers, and the larger WAN prior to turning these users online. Teams can start by establishing an acceptable performance threshold, clear potential roadblocks to good performance, and then track connectivity between locations, apps, and customers to flag when that threshold isn't being met.

Establishing quality app delivery out to remote users

IT teams need to start by gaining a broader understanding of the ISPs and vendors involved along the application delivery path, including the residential providers who may be supporting business-critical application performance in a work-from-home environment. This is a pivotal first step to ensure that teams have proactively "cleared the way" for the deployment of new cloud tools that are critical to remote contact center workers.

At AppNeta, we did a survey of our own WFH network connections at the start of the pandemic and found that not only are most users' residential WiFi connections way off the capacity levels they're used to experiencing in-office, but they're likely not even getting the full download and upload speeds that they've contracted with different service providers.



We found that the variance in last-mile performance can be wild just depending on the state, town, or neighborhood of a specific employee. In the context of sensitive voice and video traffic, this instability can be utterly debilitating. As a result, individual agents' access to their required tools and network could be highly variable compared to others working from home in their same department, making it difficult to ensure consistent performance across the entire remote customer experience team.

With this visibility in hand, teams can start regaining the enterprise-grade performance metrics they could access easily when they managed a more predictable, office-centric enterprise network where IT teams could manage and track their own ISP SLAs. This then empowers IT to start optimizing the network connections they own out to users, while also informing users of the potential deficiencies with their last-mile connectivity. From there, teams can either work with the user to improve this last-mile connection, or they may even work with their employer to mandate a more performant ISP contract out to that location.

Ensuring success during and after deployment

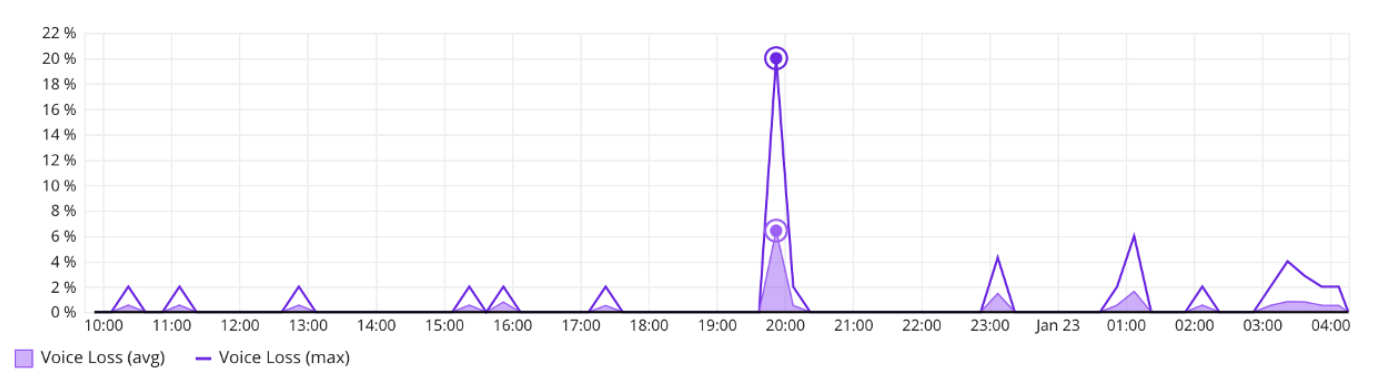
Once teams have an understanding of the delivery path out to end users, they need to start proactively ensuring the deployment of critical call center tools along these routes.

With AppNeta, enterprise IT and network operation teams can then start conducting end-to-end quality of service (QoS) monitoring that enables them to gain a complete understanding of their users' application delivery infrastructure. This is pivotal to helping teams conduct VoIP assessment and monitor QoS across a diverse array of network environments when deploying across some of the most widely-distributed and decentralized enterprise networks on Earth.

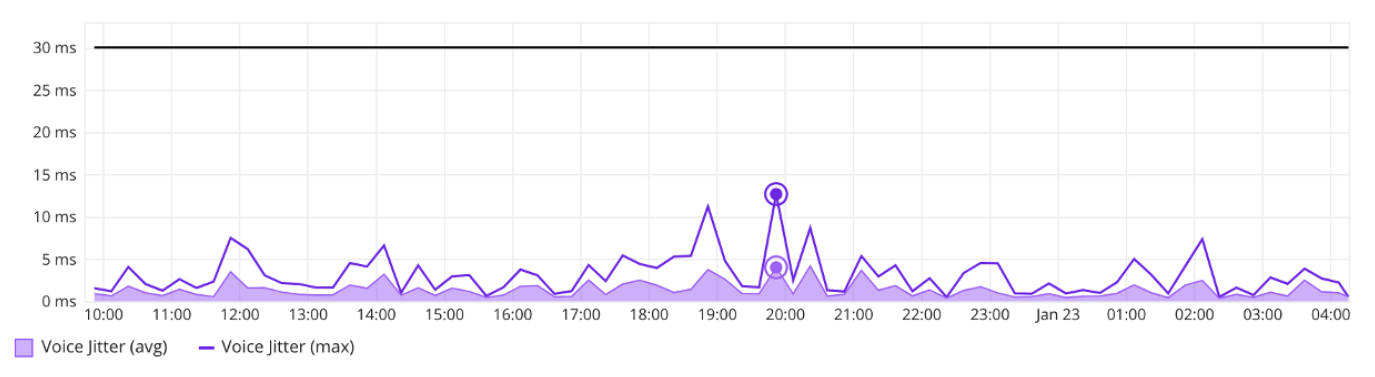
AppNeta measures network capacity continuously between call source and destination to monitor drops in performance during busy times. IT can zero in on which users are experiencing issues, and drill down by user, host, application, or conversation.

With voice assessments, many paths can be tested simultaneously with only minor bandwidth overhead. For more detail, IT can trigger voice tests, which use the same application layer protocols and codecs that are used in an actual voice call. Voice tests can check more than 100 concurrent voice calls, and are most useful to see voice performance between sites. With these same tests, AppNeta can gather in depth network data such as packet reorder and discards.

VOICE LOSS

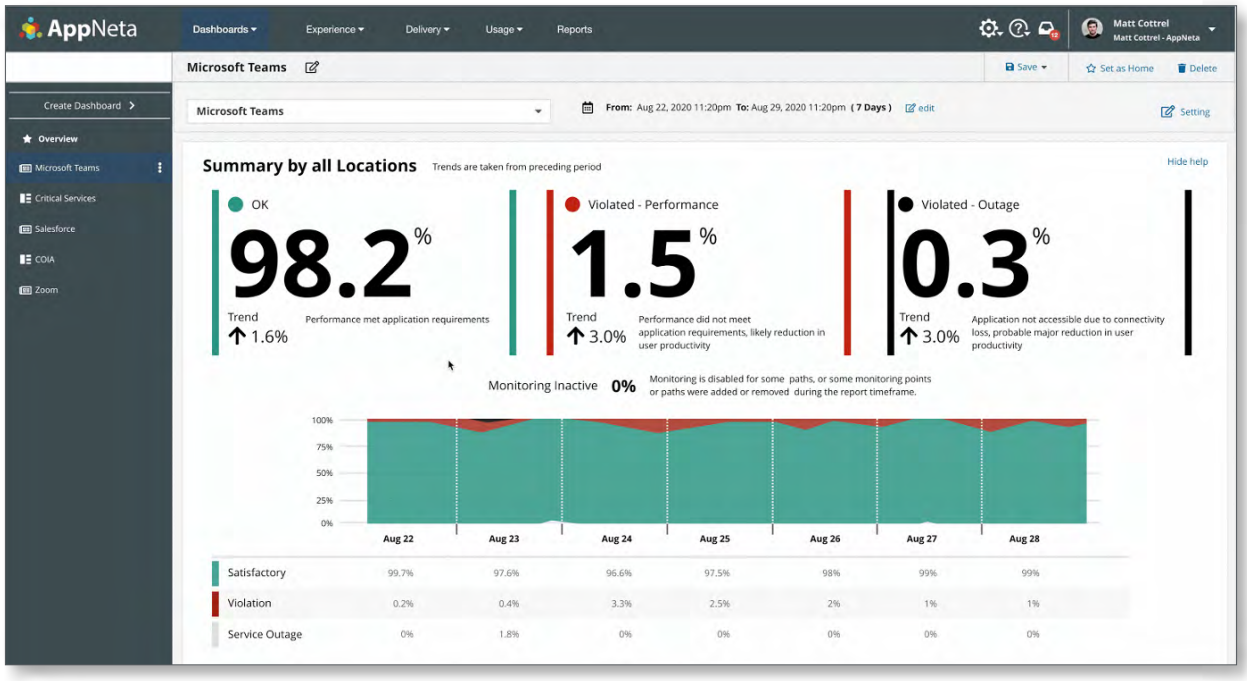


VOICE JITTER



Along with actively ensuring the company's customer-facing cloud solutions can be deployed successfully, AppNeta arms enterprise IT teams with network insights that they can pass onto partnering network teams, including QOS metrics, packet loss, and MOS score for non-essential apps. This shines a light on potential network issues that can have a wide-ranging impact on the larger customer network, ensuring smooth performance of more than just the voice and video tools that are essential to the contact center.

With more than 2,000 built-in apps already recognized by AppNeta, users can gain an immediate understanding of how other apps are impacting the performance of business-critical UCaaS tools. Teams can even create their own custom apps as needed to ensure that they have visibility into all tools in use across the WAN, whether off-site or on-premises.



AppNeta Performance Manager leverages a combination of active and passive technologies that enables IT teams to see the network from all sides without forcing them to hit pause on all network activity. AppNeta is primed to deliver continuous active network analysis with test frequency down to 15 seconds, which is critical in helping IT pinpoint network issues in near real-time and to resolve performance problems before they impact end users, preventing an avalanche of productivity delays in the process.

All of this is done securely, as all network analysis between IT and their users' endpoints takes place within a designated organization on the AppNeta platform, which allows enterprises to separate their infrastructures into specific organizations and guarantee data privacy.

To learn more about how AppNeta can help IT teams truly understand the performance of users from any location and improve teams' ability to get ahead of issues before they impact end users, Monitor VoIP and Video.

ABOUT APPNETA

AppNeta is the only network performance monitoring solution that delivers deep, actionable, end-to-end network performance data from the end-user perspective. With AppNeta's SaaS-based solution, IT and Network Ops teams at large, distributed enterprises can quickly pinpoint issues that affect network and business-critical cloud application performance, regardless of where they occur. AppNeta is trusted by some of the biggest Fortune 1000 companies, including 3 out of the 5 largest corporations in the world, as well as 4 out of the 5 largest cloud providers.

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