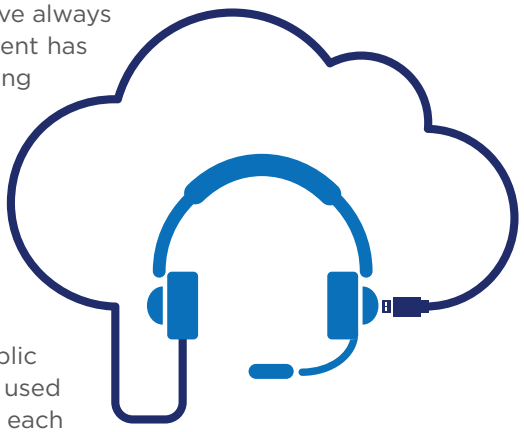
TALARI Networks™

SD-WAN for Contact Centers

Contact Centers are becoming an integral part of customer service across the enterprise sector, but they are also becoming increasingly distributed with agents positioned in different geographic locations for redundancy and time zone coverage reasons. Whether operated by dedicated organizations or large corporations, the key goal for contact centers is to deliver superior quality of business critical services as cost efficiently as possible.

What are common contact center technologies?

Contact centers were among the first users of Voice over IP (VoIP), and have always required at least "four nines" (99.99%) in network reliability. This requirement has meant the use of MPLS for their internal private WAN, and very often utilizing dual MPLS networks. Internet access is also included to support emerging chat and e-mail interactions. While expensive, and often over-provisioned, such a solution has been needed to maintain reliability and call quality.



How are contact centers evolving?

Contact centers are seeing ever greater data demands being placed on the internal network, above and beyond the primary use in supporting high-quality voice calls. Whether using private clouds, hybrid clouds, public clouds or Software-as-a-Service (SaaS), more and more of the applications used by contact center agents are being centralized, rather than distributed to each contact center location. Meanwhile, the increased use of social media and video chat support put further strain on network capabilities and WAN bandwidth.

How can deploying a Software Defined WAN help?

SD-WAN solutions provide added network reliability and non-stop, unimpaired application uptime, even in the face of network problems. The capabilities within SD-WAN that determines the most effective way to route traffic to remote locations is ideally suited for business or mission critical contact center WAN applications.

Who is Talari Networks?

Talari Networks, the trusted SD-WAN technology and market leader, engineers the internet and branch for maximum business impact, delivering superior application reliability, resiliency, and performance.

Talari's SD-WAN solution proactively manages WAN capacity, reliability and performance in real-time to keep critical applications and services running. For VoIP applications, Talari constantly measures the factors that may impact quality, such as jitter and delay, and intelligently adapts in real time to change network conditions, and provide a resilient, reliable, and failsafe network.

What are the components of a Talari SD-WAN Solution?

Talari has a comprehensive product suite to provide the exact functionality needed for any business critical call center network

- Network controller acts as the logical center of the network that orchestrates the configurations of all the Talari appliances
- Physical appliances which range in performance from SOHO locations up to data center class deployments
- Virtual appliances enable Talari's functionality to be installed on virtualized platforms or in the cloud to act as a gateway to IaaS locations, SaaS applications and Internet sites
- Management and analytics platform, Talari AWARE, can configure the network, identify network and application status, and report network and application quality, thereby eliminating application impairment

How do I deploy a Talari SD-WAN solution?

Talari can be deployed at the physical edge, the virtual edge, in the cloud and in the data center. As an overlay solution, Talari works within any network configuration including MPLS, Internet, Hybrid, Cloud, Wireless and Satellite. With a full suite of appliances, including physical and virtual (private and cloud), Talari can support the needs of regional, national and global contact centers.

What are the leading use cases for a joint Talari solution?

Primary use case is focused on reliability for voice and unified communication. Secondary use cases focus on the use of hybrid networks to reduce cost while maintaining application service levels.

What are the contact center benefits of a Talari SD-WAN?

Talari has a comprehensive product suite to provide the exact functionality needed for any business critical call center network

- Contact center applications and services work without interruption, even in the case of link failure or degraded network links
- Traffic is prioritized during times of congestion, ensuring that critical traffic (e.g. VoIP) receives priority across the network
- Bandwidth reservation and reliable QoS are available that allow even best effort broadband networks to deliver high quality and reliable performance
- Performance of bandwidth-intensive applications are improved since they can use the aggregate of all WAN link bandwidth

How does Talari help cloud-based contact center applications?

Talari's WAN cloud solution extends the reach of the corporate WAN into the cloud, making it possible to control, manage and have visibility into the connection between a company's data center cloud instances. This solution ensures that access to cloud applications is reliable and secure, allowing business-critical and real-time call center applications to move to the cloud.

Where do I go for additional information?

Visit www.talari.com for additional details regarding Talari use cases, testimonials, products, solutions, pricing and support.

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About Talari

Talari Networks, the trusted SD-WAN technology and market leader, engineers the internet and branch for maximum business impact, delivering superior application reliability and resiliency, while unlocking the benefits of branch consolidation. Incorporating years of innovation into five generations of product, Talari is deployed across thousands of sites in 40 countries.