

# How to Support Remote Call Centers

## SOLUTION BRIEF

### How to Keep Remote Call Centers Productive

Your call center agents can be highly productive working remotely. **How can you support them and keep them working when technology issues flare up?**

NetBeez Remote Worker Agents help diagnose network performance issues that are common with consumer-grade technology, cloud performance and internet service provider issues. Resolve problems quickly to ensure business continuity.

### Service Provider Networks Are Now Critical to Your Business

The remote call center trend has quickly accelerated, and for many companies, it's a work-style that's here to stay. Businesses like yours increasingly rely on remote workforces for virtual call centers, telemedicine, outbound sales, phone canvassing, and so much more. Employees can be just as productive working remotely as they are in an office environment - if the proper technology is in place and functioning properly.

Remote agents need to have secure access to the corporate network and cloud-based applications, Voice-over-IP (VoIP) communication tools for phone calls and video conferencing, collaboration tools to work closely with colleagues, and of course, a reliable Internet connection to support all these needs.

All is good when that technology works as intended. But, what happens when it doesn't? For instance, a customer call is dropped, an agent can't reach their cloud applications, or the screen refresh for an application is painfully slow. Productivity suffers and business comes to a halt.

The fact is, consumer-grade technology in the home can be chock-full of issues. Wi-Fi signals can be weak. Bandwidth can be chewed up by family members playing games or streaming movies. Internet bottlenecks can cause high latency.

Remote networks simply aren't designed with the robustness and resiliency of the headquarters network—and yet they are critical to your business. And the costs of diagnosing and fixing these issues can be much higher than with corporate networks.



## B E N E F I T S

- Maintain business continuity and customer satisfaction.
- Reduce employee downtime and maintain the productivity of the WFH workforce.
- Eliminate guesswork on the root cause of problems.
- Scale your technical support without adding to head count.
- Reduce field support costs. Use analytics to optimize WFH computing configurations.
- Proactively identify trouble spots before workers ever notice a problem.
- Reduce root cause analysis costs by more than 75%.

## Visibility into Technical Issues is Limited

When problems arise, the remote agent calls your help desk. They don't know why phone calls are cut off, or why they can't access Google Docs or your CRM solution today. Problems are seldom reported with technical accuracy to successfully pinpoint the root cause. The agent just frantically tells the IT technician in frustration, "It's not working!"

The agent's issues are undetectable by most network monitoring tools used on your office LAN. The tech support specialist does their best to diagnose the problem over the phone, asking "When did you first notice the problem? Are you able to get to other applications? Let's do a Wi-Fi speed test."

Visibility into remote networks is limited. Sending someone to the worker's home isn't an option, so the trial-and-error questions go on. Not only is the remote agent unproductive but the help desk person is tied up too. This process is time-consuming and doesn't scale to support all of your agents.

But there is a better way to quickly diagnose and resolve remote agent technology issues.

## NetBeez Remote Worker Agents Diagnose the Problems

NetBeez offers Windows, macOS and Linux versions of our network monitoring agents to meet the new remote agent challenges. The NetBeez Remote Worker Agent reduces the amount of time and resources needed to diagnose root cause by measuring network performance based on the agent's digital experience. We do this through a series of network performance tests that can be executed automatically or on-demand from a central dashboard. The dashboard connects to at-home laptops and desktop computers configured with a small NetBeez software agent. This connection enables real-time visibility into network workflows that reveal the root causes of slowdowns, disconnections, jaggy video, distorted phone calls, failed connections, and more. The technician or network engineer can quickly narrow down the problem to the Wi-Fi, the local ISP, the VPN, the corporate datacenter, or the SaaS application. Once a root cause is determined, action can be taken to resolve the issue and get the user back to work.



Faster Insight.  
Faster Resolution.  
Higher Productivity.

Request A Demo

## About NetBeez

NetBeez, Inc. is a leader in high performance network monitoring that provides network engineers with the data and intelligence needed to successfully manage the most complex network infrastructures. Dedicated hardware and software monitoring agents test LAN, WAN, and WiFi networks from the user perspective, measuring and reporting KPI of service quality. NetBeez helps distributed enterprises maximize the value of their network infrastructure, reducing network downtime and allowing IT to quickly detect, troubleshoot, and repair network issues. For more information, visit [netbeez.net](https://netbeez.net) or follow us on Twitter at [@NetBeez](https://twitter.com/NetBeez).

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