

Bare Escentuals Call Center Solution

challenge

Enhance call center functionality; network to remote facility

solution

Media Server complex, Messaging, and UCC Speech Access

value created

High-end call routing solutions and high reliability

San Francisco, CA – Bare Escentuals requested a solution to enhance call center agent functionality and reduce administrative and employee costs for routine information handling over the phone with a networked solution to their remote facility. UTDI recommended a duplicated Media Server complex to serve Bare Escentual's telecommunications network that require call center agent handling, Multi-Media messaging, and UCC Speech Access functionality. This delivered the latest in high end call routing solutions from the leader in the world-wide call center arena. This solution offered the highest level of reliability available in the market today (99.999%).

Scope of Work included:

S8710 Media Servers which by design is a duplicated server environment.
2 x G650 Media Gateway with duplicated power supplies
2 Pri's
1 Announcement Board
IP Media Resource circuit packs
220 IP station RTU

Provisioning and programing of Elite Call Center. Included in this provisioning is vectoring and Expert Agent programming.

Modular Messaging MAS and MSS servers
Exchange Integration for Unified Messaging to the desktop
185 Mail Box subscribers

Speech Access Server with Exchange integration

Network Readiness Server

BCMR Desktop reporting application

Avaya Site Administration software
*UTDI will provision 5 workstations for Unified Messaging and Speech Access then assist loading plug-ins to customers network server. Instructions will be provided for users to download plug-ins and activate at respective workstation.

Administrative training for S8710 Media Servers, Modular Messaging and Speech Access. This onsite training is typically 2-4 hours per application. Additional training is available through Avaya University.

End User training consisted of staggered sessions over a 2 day period. Each class usually consists of 1 hour and approximately 20 to 30 users per session. A cut sheet for each application was provided highlighting the dialing functions associated with each application at the time of training. Detailed instructions are provided in soft copy for users to down load.