



An Online Journal for Customer Contact Professionals Worldwide

Best Practices for VoIP in the Contact Center

Part 1: Planning a Successful Transition

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Voice over Internet Protocol (VoIP) has reached a new level of maturity in the contact center industry. We can now shift the conversation from “Why should I do VoIP?” to “When and how should I move to VoIP?”

Because VoIP is such a rich, deep and complex topic, defining best practices for planning, implementation and support requires more than one article. Therefore, this article is the first in a series to help those that are on their way to VoIP — or anticipate they soon will be — to prepare for a successful transition that has lasting business value for the company and the center.

START A VOIP PLANNING PROCESS

VoIP offers many opportunities for delivering business value. While the multisite is the “killer application” for VoIP, single-site environments can also find business value in this new system, including pseudo-multisite configurations for remote agents in satellite

Once you’ve decided to implement VoIP, you’ll need a plan that will help you decide what you want to gain, who can help guide the process, how you will communicate your vision internally, and how to evaluate your options.

Table 1. Crossfunctional Team Members and Their Roles

Team Member	Team Roles Can Include:
IT (including applications, systems and networking)	<ul style="list-style-type: none"> • Network upgrades (switches, routers) and management • Capacity expansion and/or network change (e.g., to MPLS) • Transition to voice on the data network • Server management • Applications management and integration • Database management • Security
Telecom	<ul style="list-style-type: none"> • Capacity expansion and/or network change (e.g., to MPLS) • Transition to voice on the data network • Transition from proprietary hardware to software solutions installed on standard servers • Integration or transition of call center applications • Network interfaces (e.g., CSU/DSU)
Business Operations (Contact Centers and supporting areas)	<ul style="list-style-type: none"> • Operational changes • Business value • Training

