

Volt Delta Delivers Highly Integrated OASIS Contact Centre Solution Worldwide

Case Study

Dialogic® MSP 1010 Multi-Services Platform and Dialogic® CSP 2090 Converged Services Platform Bring Reliable Media Processing, Switching, and Signaling to OASIS

CASE SUMMARY

Challenge

Volt Delta International found prospects with challenging requirements worldwide that needed to deploy a modern IP-based contact center for competitive reasons but that lacked the infrastructure to support a carrier-grade deployment.



Solution

To enable rapid rollout of its contact center solution, Volt Delta developed a fully integrated solution based on the Dialogic® MSP 1010 Multi-Services Platform and Dialogic® CSP 2090 Converged Services Platform with sophisticated call recording, voice IVR, comprehensive management, and open CTI for easy integration of third-party applications. The MSP 1010 and CSP 2090 offer reliability, carrier-grade features, and advanced media processing capabilities.

Challenge

As it sought to implement its highly sophisticated IP contact center solution, Volt Delta International found that its prospective customers worldwide were eager to deploy its technology, but often lacked the infrastructure to support a contact center in a converged network environment with integrated IP- and TDM-based protocols and advanced media processing capabilities. According to James Glasspool, Director of Strategic Marketing at Volt Delta, “our solutions were often constrained by the limitations of our customers’ existing switching and CTI environments, and this then limited our ability to offer the more innovative solutions they required. No matter how small the changes customers needed to make, their existing infrastructures often constrained them from moving forward.”

“This was particularly true for our telco customers,” continued Glasspool. “The switching fabric they had was usually based around public network switches with their inherent disadvantages of high cost and inflexibility.”

As it looked across its entire customer base, which was already deploying solutions that included its directory assistance technology, Volt Delta saw a growing need for a highly integrated solution that not only provided a combined switching and contact center package, but that would also support a wide range of signaling protocols “from ISDN to SS7, and increasingly, to SIP.”

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Rather than painstakingly design a customized installation for each customer using antiquated components, Volt Delta decided to create a platform that would allow it to concentrate its customization efforts on advanced services for the flexible service infrastructure it would put in place. Such a flexible infrastructure would be more cost-effective and faster to implement, and would be “open and forward-looking, ready to take on future challenges,” according to Glasspool. Confident in its own technology, all that remained was for Volt Delta to search out the finest, most flexible, and most reliable components available, and to fully integrate and test them with its own technology.

Solution

After completing its integration studies, Volt Delta introduced its combined contact center and switching platform branded as OASIS in EMEA and ConnectExpress in North America. Since it has been using Dialogic® equipment for more than a decade, Volt Delta offers its platform on either of two similar products, the Dialogic® MSP 1010 Multi-Service Platform and the Dialogic® CSP 2090 Converged Services Platform, and chooses the product that is best suited to each solution, depending on a customer’s individual needs.

“The MSP and CSP platforms are key components in our solution,” reports Glasspool. “We are impressed with their redundancy features that ensure reliability and also with the many protocols they support. Because each product has a slightly different solution profile, we continue to offer both, and we make a choice, based on the precise nature of each customer’s requirements. Both are very popular.”

OASIS offers a contact center system complete with integrated Automatic Call Distributor (ACD), speech server, and a broad range of supporting contact center applications that enable Volt Delta’s customers to run both an efficient contact center operation and introduce new services as needed. The MSP 1010 and CSP 2090 are deployed in two ways: as a switching and signaling platform that terminates TDM trunks and as a media server for SIP-based services.

“Using the MSP and CSP platforms has allowed us to support a very wide range of signaling protocols including SS7, ISDN, and SIP,” comments Glasspool. “When we have needed special signaling variations and functionality, Dialogic has turned support requests around for us very quickly, allowing us to offer unique features to specific customers without hesitation.”

“The MSP and CSP also allow us to support important new call termination services, which lets our customers turn their contact centers into profit centers,” adds Glasspool.

Results

Since becoming available, OASIS and ConnectExpress have been successfully deployed in Europe, the United States, and the Caribbean. “We feel that the MSP 1010 and CSP 2090 have been instrumental in our great success with OASIS since they have allowed us to tackle a key issue for our clients by allowing them to have the flexible switching and ACD they need and to rapidly roll out new services that generate revenue,” comments Glasspool.

Its newly flexible contact center solution has also opened up new markets for Volt Delta, outside of its traditional directory assistance base. The company now enables large contact centers and virtual contact center features that are particularly important in the telco market and to any large-scale contact center operator. Worldwide hosting services have also proved very popular, according to Glasspool. “Thanks to OASIS and Dialogic, we now satisfy a much wider range of customer needs, including critical emergency call handling services, customer care, and toll and operator-assisted calls. Because Dialogic enables a carrier-class infrastructure for us, we can deploy anywhere in the world.”

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Telecommunications Services of Trinidad and Tobago (TSTT) has been a recent success for OASIS and Dialogic. TSTT completely replaced its operator services platform and is now delivering vital services efficiently with IP technology from its contact center in Port of Spain. George Hill, Chief Technology Officer of TSTT, praises Volt Delta and OASIS, which, in the TSTT deployment, includes the MSP 1010: “We were particularly pleased that the OASIS platform had the majority of services and functionality that we needed in the standard package. This has allowed us to replace our legacy platform with a very modern SIP-based platform and to very tight timescales.”

As for the future, Glasspool sees Volt Delta continuing to work closely with Dialogic. “We want to further develop our OASIS product portfolio, and some of our key areas of interest are the same areas in which Dialogic already has expertise and is investing, such as video communications and IMS deployments. We are looking forward to continuing our very successful partnership with Dialogic, which has helped us branch out and please our old and new customers alike.”

About Volt Delta

Volt Delta is a leader in contact center technology and self-service solutions for large enterprises and telecommunications providers around the globe. Volt Delta is also a world leader in providing solutions to the directory assistance market and supports operator and emergency call handling services. In addition, popular hosted services are offered from Volt Delta’s carrier-grade call routing and automation centers, allowing any organization, regardless of size, to benefit from its expertise in contact center and multi-channel communications. The managed services infrastructure currently handles over two billion calls per year.

For further information, visit www.voltdelta.net in EMEA and www.voltdelta.com in North America.

About Dialogic Corporation

Dialogic Corporation is a leading provider of world-class technologies based on open standards that enable innovative mobile, video, IP, and TDM solutions for Network Service Providers and Enterprise Communication Networks. Dialogic’s customers and partners rely on its leading-edge, flexible components to rapidly deploy value-added solutions around the world.

For more Information, visit www.dialogic.com.

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Information about Volt Delta International and TSTT has been provided by Volt Delta International for this case study.