



CALL CENTRE

A call centre with some
remote home workers

Price List

Delivering a call to the highest skilled and available agent to deal is something most call centres are familiar with. But if half of your agents are working remotely from home with a broadband connection, it now makes no difference whether they are at work or at home. Integrating into Alcatel-Lucent Enterprise Rainbow solution makes real and virtual call centres the norm rather than something special.

A Typical Quote for a 10-seat Call centre

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|--------------------------------------------------------|---------------|
| A software server (excluding hardware) | £1500 |
| 10 Agents (home or office) @ £100/agent | £1000 |
| A Wallboard to show call centre performance | £ 500 |
| A supervisor to give reports, historical and real-time | £1000 |
| Subtotal | £4,000 |
| Support @ 20%/annum | £ 800 |
| Remote installation | £ 900 |
| Total | £5,700 |