Build a more efficient and secure contact center

Use case

Nokia Session Border Controller (SBC) helps you modernize your contact center and provide more effective customer support. It allows you to take advantage of IP communication technologies, improve the customer experience and protect your enterprise from cyberattacks.
Challenges

Your contact center plays a critical role in shaping the way customers perceive your products and services. But traditional PBX-based contact centers have limitations that can hinder these perceptions and put customer relationships at risk. To keep customers satisfied, you need solutions that can help you:

- Efficiently route IP communication streams on the WAN and protect their quality of service
- Avoid dropping calls during transfers between agents or centers
- Give customers more freedom to choose how they reach the contact center
- Maximize business efficiency so you can reduce both CAPEX and OPEX
- Protect your contact center against external attacks that could diminish its capabilities

How Nokia SBC helps you

Our SBC lets you use IP technology to engage with customers in new ways and handle contact center traffic more efficiently and securely. With a Nokia SBC, you can:

- Replace complex inter-office connections with internal SIP trunks that eliminate dropped calls caused by transfers
- Use WebRTC and APIs to support communications-enabled applications that reduce the need for 800 services and make it easier for customers to get help
- Allow agents to securely connect to the contact center from remote locations, allowing you to optimize the call center to your time zone and staffing needs
- Use context from contact center apps and web portals to route calls to the right agents
- Provide guaranteed bandwidth and quality of service (QoS) for voice, video and signaling streams
- Guard against distributed denial-of-service (DDoS) attacks by securing inbound contact center traffic at the network edge

Transform your contact center with an SBC that controls and secures traffic from the network edge
Benefits

- Reduce costs by converting to IP trunking and enabling contact center agents to take calls from any location
- Improve the customer experience by preventing dropped calls, deploying convenient new call center technologies and guaranteeing QoS
- Protect your business by guarding against cyberattacks and taking control of media and signaling streams

Make Nokia your partner

Our field-proven SBC enables enterprises and service providers to use IP technology to securely deliver high-quality voice, video and data services. It also provides a robust defense against DDoS attacks while continuously performing at rated capacity. We back our SBC with experience and stability that help you eliminate risk and optimize your operations.

To learn more about how Nokia SBC can help you transform your contact center, visit https://networks.nokia.com/products/session-border-controller-for-enterprises.