

SD-WANs for Contact Centers

An integral part of customer service across the enterprise sector, contact centers are increasingly distributed with agents positioned in different geographic locations and time zones for redundancy and coverage. Whether operated by dedicated organizations or large corporations, contact centers strive to deliver superior quality business-critical services as cost efficiently as possible.

WHAT ARE COMMON CONTACT CENTER TECHNOLOGIES?

Contact centers were among the first users of voice over IP (VoIP), and have always required at least four 9s (99.99%) in network reliability. This requirement has meant the use of multiprotocol label switching (MPLS) for internal private WANs. Often, the use of dual MPLS networks is required. Internet access is also included to support emerging chat and email interactions. While expensive, and often over-provisioned, such a solution has been needed to maintain reliability and call quality.

HOW ARE CONTACT CENTERS EVOLVING?

Contact centers are placing greater data demands on the internal network, above and beyond supporting high-quality voice calls. Whether using private clouds, hybrid clouds, public clouds, or software-as-a-service (SaaS), more and more applications used by contact center agents are being centralized, rather than distributed to each contact center location. Meanwhile, the increased use of social media and video chat support put further strain on network capabilities and WAN bandwidth.

HOW CAN DEPLOYING A SOFTWARE DEFINED WAN HELP?

SD-WAN solutions provide added network reliability and nonstop, unimpaired application uptime, even in the face of network problems. SD-WANs determine the most effective ways to route traffic to remote locations so are ideally suited for business- or mission-critical contact center WAN applications.

The Oracle SD-WAN solution proactively manages WAN capacity, reliability and performance in real-time to keep critical applications and services running. For VoIP applications, Oracle SD-WAN constantly measures the factors—such as jitter and delay—that may impact quality; intelligently adapts in real time to change network conditions; and provides a resilient, reliable, and failsafe network.

Features

- Centralized Orchestration of Network
- Supports small office/home office (SOHO) locations up to large data center
- Virtual appliances act as a gateway to IaaS locations, SaaS applications, and internet sites.
- Report network and application quality.

Benefits

- Proactively resolves link failure and degraded network links.
- Overcomes congestion
- Delivers high quality and reliable performance.
- Aggregate of all WAN link bandwidth.

Oracle SD-WAN

Deployed at thousands of sites across more than 40 countries, the Oracle SD-WAN product family provides market-leading, trusted, failsafe SD-WAN technology. Oracle SD-WAN delivers superior application reliability and resiliency while unlocking the benefits of branch consolidation.

WHAT ARE THE COMPONENTS OF AN ORACLE SD-WAN SOLUTION?

The comprehensive Oracle SD-WAN product suite provides the exact functionality needed for any business-critical call center network.

- The network controller acts as the logical center of the network that orchestrates the configurations of all the Oracle SD-WAN appliances.
- Physical appliances range in performance from small office/home office (SOHO) locations up to data center deployments.
- Virtual appliances install SD-WAN functionality on virtualized platforms or in the cloud to act as a gateway to IaaS locations, SaaS applications, and internet sites.
- The management and analytics platform, Oracle SD-WAN Aware, can eliminate application impairment by configuring the network, identifying network and application status, and reporting network and application quality.

HOW—AND WHERE—DO I DEPLOY AN ORACLE SD-WAN SOLUTION?

Oracle SD-WAN can be deployed at the physical edge, the virtual edge, in the cloud, and in the data center. As an overlay solution, Oracle SD-WAN works within any network configuration including MPLS, internet, hybrid, cloud, wireless, and satellite. With a full suite of appliances—including physical and virtual for on-premises and cloud—Oracle SD-WAN can support the needs of regional, national, and global contact centers.

Oracle SD-WANs primary use case is providing reliable voice and unified communication. Secondary use cases focus on using hybrid networks to reduce costs while maintaining application service levels.

WHAT ARE THE CONTACT CENTER BENEFITS OF AN ORACLE SD-WAN?

The comprehensive Oracle SD-WAN product suite provides the functionality needed for any business critical call center network.

- Contact center applications and services work without interruption, even in the case of link failure or degraded network links.
- Traffic is prioritized during times of congestion, ensuring that critical traffic such as VoIP receives priority across the network.
- Bandwidth reservation and reliable QoS enable even best-effort broadband networks to deliver high quality and reliable performance.
- Performance of bandwidth-intensive applications is improved since they can use the aggregate of all WAN link bandwidth.

HOW DOES ORACLE SD-WAN HELP CLOUD-BASED APPLICATIONS?

Oracle's WAN cloud solution extends the reach of the corporate WAN into the cloud, making it possible to control, manage, and have visibility into the connection between a company's data center cloud instances. This solution ensures that access to cloud applications is reliable and secure, enabling business-critical and real-time call center applications to move to the cloud.

Related Products

- Oracle SD-WAN Edge
- Oracle SD-WAN Aware

Related Hardware Appliances

- Oracle Talari E50
- Oracle Talari E100
- Oracle Talari D2000
- Oracle Talari D600

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