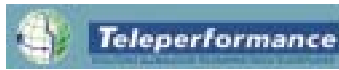




### Call Center Teleperformance France



***"Two weeks after the first commercial proposal, the Vmux units were operational in the network."***

Fabrice Douvnot, Technical Coordinator of  
Teleperformance's Service Division

#### Challenge

Run 60 additional telephone channels over an overloaded 2 Mbps leased line, in order to extend the capacity of a call desk from 30 to 90 workstations.

#### Solution

RAD's Vmux Voice Trunking Gateway, which transports all 90 voice channels and a 64 kbps proprietary channel using only 35% of leased line bandwidth.

#### Benefits

Voice compression already yields savings of more than €10,000 per month, and will still allow four additional E1 lines to be added in the future.

### ***Teleperformance Gets Three 2 Mbps Links for the Price of One***

***To keep its bills down, Teleperformance optimized the compression of its telephone channels with RAD's Vmux. The figures speak for themselves.***

It's mathematical: Call centers have a telecom bill proportional to their volume of activity, if not exponential. This is especially true when the call center is split among sites located several hundred kilometers apart. The case of Teleperformance illustrates this technical-economic constraint. The company wanted to extend the capacity of its call desk, located in a Paris suburb, from 30 to 90 workstations. The only problem was that the first point-of-presence (POP) was located at its site in Rennes, some 300 kilometers (over 190 miles) away. Up until that time, telephone calls between the two sites passed over a 2 Mbps MultiLAN service leased line from France Telecom. That link, however, was already overloaded, with no possibility of adding 60 more telephone channels. To control costs, Teleperformance did not consider leasing other MultiLAN circuits.

#### ***Voice compression pushed to the maximum***

It was therefore necessary to find a solution around the PBX installed near Paris. The Avaya switch used there does support a voice compression card, but the capacity is limited to handle 90 telephone channels. Moreover, Teleperformance was well aware of the limits of such an extension, having already installed it on other switches. Dynetcom, the call center's network and telecom integrator, therefore proposed RAD Data Communications' Vmux voice trunking gateway. "Two weeks after the first commercial proposal, the Vmux units were operational in the network," states Fabrice Douvnot, Technical Coordinator of Teleperformance's Service Division. "We then needed three or four days of fine tuning to optimize management for noise and silence suppression," he explains. The resulting configuration at the suburban Paris site includes an Avaya PBX serving three E1 lines connected to the RAD Vmux. The Vmux concentrates the first three primary ISDN lines over an E1 emulated circuit, via RAD's ACE-202 ATM concentrator installed by France Telecom. A similar configuration exists at the Rennes site, which is equipped with an Avaya G3r PBX.

