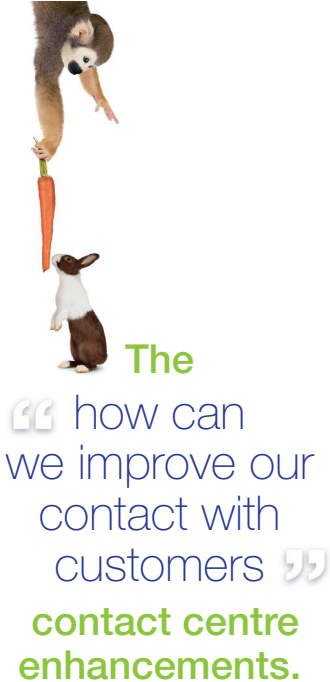


Contact Centre Solutions. Backed by TELUS.

TELUS At Home Agent



today's business issues

The information revolution has created a climate that is highly conducive to having employees work from home. For mission-critical contact centres, home-based agent programs can deliver significant benefits: address concerns related to business disruptions, increase customer satisfaction levels, decrease operating expenses and improve regulatory compliance – all while increasing overall employee satisfaction through flexible staffing and shift scheduling.

Why TELUS?

we have the expertise...

we have the experience

In February 2005, TELUS began a pilot At Home Agent project for our TELUS Mobility contact centre. Thirty At Home Agents put the program through its paces. We tested and assessed hardware and application support, agent results, and DSL connectivity and performance. Based on the results of that pilot, we trialed additional queues and solidified our support structure with 165 pilot agents. In 2006, TELUS officially launched the program to all mobility sites.

The economics of our At Home Agent program continue to impress. The TELUS Mobility contact centre has realized a 3% reduction in sick days, \$1.5-million reduction in facilities costs, and an 8.4 second decrease in customer service time. Today we have 320 AT Home Agents online, which represents approximately 16% of our client-facing agents. This number continues to grow.

changing the way you do business

Developing a home-based agent program for your contact centre is a complex task.

To ensure a successful roll-out, you need expert resources and technical know-how. TELUS can help. With our expertise in contact centres, security, networking, and managed IT solutions, we can provide all services and support for a successful home-based agent program. TELUS At Home Agent bundles everything you need into one package. It is an innovative solution to key business issues:

Labour costs. About 60-70% of a contact centre's overhead is the cost of the agent labour force, with an additional 15% for property-related expenses. Costs are even higher due to growing attrition rates (currently at 50%). It costs an average of \$10,000 to replace an agent. A home-based agent program can reduce these expenses by helping your organization attract and retain employees.

Employee satisfaction. TELUS At Home Agent can improve employee satisfaction and help employees achieve an enhanced work/life balance. The benefits include increased employee satisfaction and customer satisfaction, and reduced absenteeism and attrition – all of which adds up to savings.

Recruitment. Many people today are fully qualified to work in a contact centre, but either don't see themselves in that role or live too far from a central contact centre. These include older workers and the semi-retired, people with disabilities, and parents who want to fit work around family life. TELUS At Home Agent makes agent positions available to anyone with the expertise to fill them.

Business continuity. It costs 15 times more to recover from a disaster than to execute a properly planned recovery strategy. For many companies, a home-based agent program is part of their business continuity/disaster recovery plans. Deploying TELUS At Home Agent while relative calm prevails is one way to be prepared when chaos ensues.

Environmental responsibility. A home-based agent program is a clear demonstration that your organization cares about the environment. Transportation accounts for approximately one quarter of Canada's greenhouse gas emissions. TELUS At Home Agent significantly reduces greenhouse gas emissions.

TELUS At Home Agent

a solution that meets your needs

A high-performance contact centre with home-based agents does not have to be a do-it-yourself proposition. With TELUS as your partner, you leverage our consulting team of experts to establish best practices and benchmarks for your operation. You can count on the TELUS team to work closely with your organization to create a customer-focused contact centre that meets your business needs.

To implement TELUS At Home Agent, our team begins by getting to know your business objectives and assessing the key operational areas required to support home-based agents. We then develop your agent roadmap, which captures your customer service strategic plans and goals, your customers' expectations, your agent/workforce expectations, and your recruitment standards.

TELUS At Home Agent includes all the components needed to implement and operate an efficient and cost-effective home-based agent program.

high-speed Internet

High-speed Internet is an efficient and cost-effective way to meet your company's requirements for At Home Agent connectivity. TELUS knows the Internet. With more than 400,000 clients, we are one of the largest Internet service providers in Canada. High speed Internet service can use your VPN to provide a secure connection between your network and your At Home Agents.

business internet ADSL

You need a reliable service to host your VPN and allow controlled and secure data traffic back to your At Home Agents. TELUS Business Internet ADSL is a managed service that includes SLA guarantees and commitments, network design, provisioning of a managed customer premise CIU device at your head office, configuration management, and ongoing surveillance and support.

managed desktop

TELUS provides comprehensive desktop management services for desktops, laptops, mobile and thin computing devices, and all associated support services. This full life cycle management service covers everything from procurement to decommissioning, including infrastructure technology, software and support for all end-user devices.

service desk

The TELUS Service Desk is our advanced support team that can act as your single point of contact to support your At Home Agents – 24/7. We have approximately 300 agents who are highly skilled in problem tracking and help-desk services. They handle more than 750,000 calls from more than 100,000 end users throughout Canada and the USA.

Service Desk can be complemented with other TELUS services such as Managed Antivirus, Managed E-mail, Email Protection (spam control), and Business Continuity Planning.

managed VPN

TELUS Managed VPN solutions give your organization a first line of defence by securing the traffic flowing into and out of your network. At Home Agents can easily connect to systems and data at the head office without compromising security. Through security procedures and tunnelling protocols, all data is encrypted and decrypted to maintain privacy, even over a shared network such as the Internet.

GET THE BEST FOR YOUR BUSINESS

TELUS solutions do more – connect with us today and we'll show you how. Contact your TELUS Account Executive, call **1-866-GO-TELUS** or visit telus.com/contactcentre

