



Call Center: Unified VoIP communication on a large scale



Connectivity by Convergia

A global Call Center with more than 70,000 agents, has interruptions, so FatPipe hand in hand with Convergia, combined high-speed MPLS connections.



A global **Call Center** with more than 70,000 agents in 70 countries, experienced consecutive interruptions causing downtime, causing calls to be interrupted and causing the system to restart, disconnected from agents and customers. The uninterrupted reliability of the calls and the **connectivity of the database** are fundamental factors in a Call Center.

Therefore, **FatPipe** and **Convergia** combined **MPLS** connections into a high-speed Ethernet connection at sites around the world. Providing automatic fault tolerance, notification and restoration of **VoIP data services**. Making sure that the connection to the database is not lost and preventing the system from restarting when purging the network and agent connections.

