



IPscape offers 'call centre in the cloud' contingency plan options

Sydney, NSW -- 1 May 2009 -- IPscape, the Australian hosted contact centre specialist, today offered all Australian call centres four-hour access to hosted call centre facilities to support contingency planning in the face of increasing health alerts from the World Health Organisation (WHO).

As a cloud computing solution, calls into a IPscape call centre can be queued via an IVR in the cloud and distributed to call centre agents working from home as easily as to agents in a call centre. Callers experience no change in service or response.

'After experiencing call centre closures due to SARS and bird flu, most Asia Pacific call centres, particularly the mission-critical ones, already have a business continuity plan at hand,' said Simon Burke, CEO at IPscape.

'IPscape allows agents to work from home as efficiently and effectively as if they were together in a call centre environment. For those call centres seeking to incorporate home agents into contingency plans, we can setup a call centre system in the cloud without any upfront capex and no usage charges should it not be required,' commented Burke.

'As we need only a very short period of time to complete the setup it can provide additional options for call centre and business management as the situation progresses,' he said.

IPscape@home requires each home-based agent to have a computer with web browser, web access of 512k / 256k and an IP soft phone headset. All voice and data is delivered through the IPscape system with usage charged per second on a per agent per hour basis plus call costs for outbound calls.

Call centre enquiries can be made to IPscape on 02 9007 6700 or via email at info@ipscape.com.au

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About IPscape

Built from the ground up in Australia, IPscape's award-winning hosted or Software-as-a-Service (SaaS) call centre and customer contact solutions benefit from over 50 years first-hand call centre experience and the latest voice and data technologies. IPscape's SaaS approach is simple, clever and fast so clients can concentrate on customer service delivery not the infrastructure. More information from www.ipscape.com.au