

# Contact Center Remote Worker Recommendations



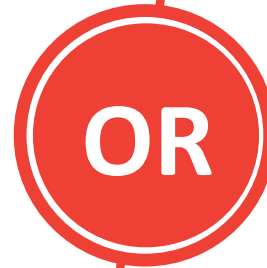
## UCCX, PCCE, & UCCE On-Premise Options\*:

### Immediate Deployment

#### Most Recommended:

- ✓ **Laptop with VPN** (CCX & CCE)  
Best workflow continuity, requires softphone
- ✓ **Mobile Agent** (CCE Only)  
Answer calls from any number

- **Extend & Connect** (CCX Only)  
Answer calls from any number
- **Contact LaSalle to discuss additional options**



## Cloud-Based Offerings:

### Quick Deployment

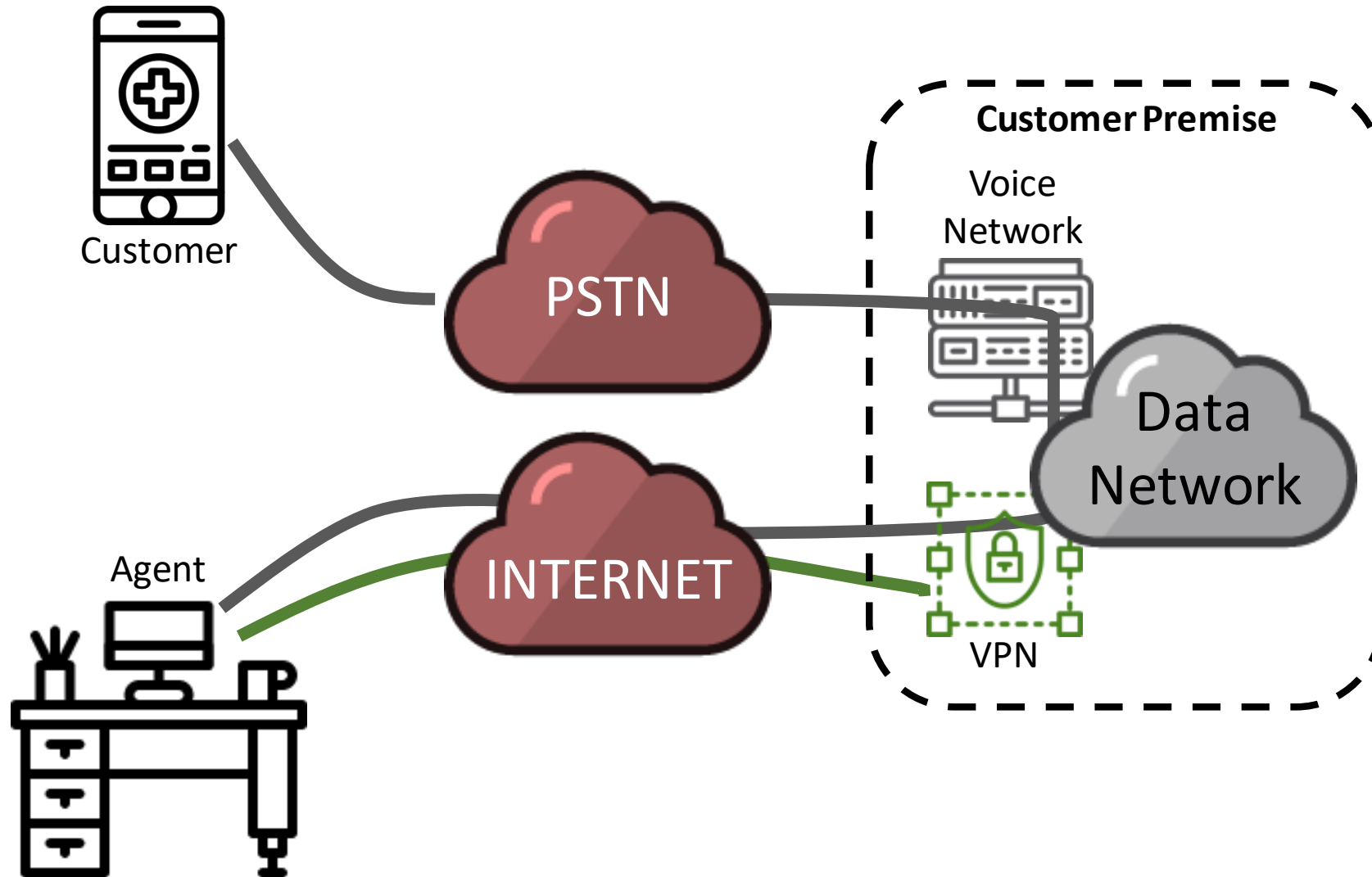
**Use Case:** Immediate need for new or expanded contact center resources, short deployment times, and ideal for ramp-up for crisis response times

- **Webex Contact Center**
- **Amazon Connect**
- **Ring Central**

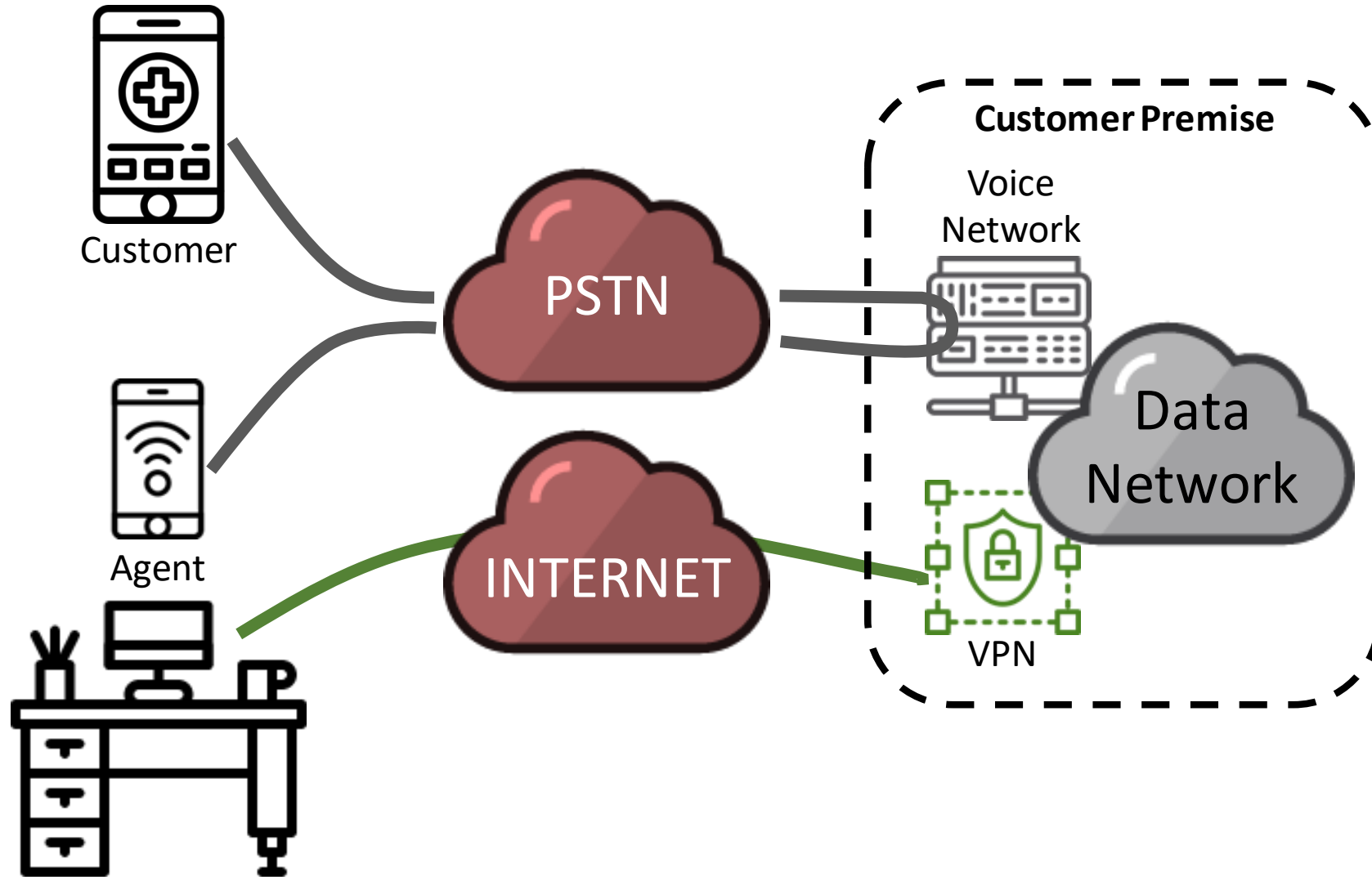


\*Assumes customer has existing VPN solution, if VPN solution is needed contact LaSalle

# PREMISE-BASED AGENT SOLUTIONS OPTION 1



# PREMISE-BASED AGENT SOLUTIONS OPTION 2



# CLOUD-BASED AGENT SOLUTIONS

