

# Keeping eyes and ears on 'unmanaged' WFH environments

Arrivia, Inc. – a global travel loyalty platform provider

CASE STUDY



Hybrid working has shifted the workplace dynamic in the last few years. This rings true for businesses, like Arrivia, Inc., who manage multiple contact centers and customer service agents throughout the globe.

Not only do companies need technology supporting their in-office contact center agents, but now end-to-end management is required for the customer service agent working from their home as well. Using VSM Everywhere's AI diagnostics platform, **arrivia** is able to identify and tackle the technology issues impacting work-from-home (WFH) agents.

## WFH agents raise new challenges for traditional UC management

**arrivia** customer agents are hard at work across the globe delivering travel loyalty programs to key players across multiple industries. Agents operate from multiple regional contact centers and home environments.

Technology plays a major role in **arrivia's** ability to provide their services, but the technology platforms in play at **arrivia** – Avaya, Microsoft, and LiveVox – don't provide a direct line-of-sight to agent WFH environments or the visibility to troubleshoot issues.

This means that when **arrivia's** customer agents encounter dropped calls and unresponsive applications, the company's Service Desk bears the brunt. Without knowing exactly how devices and networks are performing in agent homes, Service Desk operators end up raising tickets with the UC network team at the first sign of trouble. These issues can sometimes take weeks to resolve. And as we all know, when the agent experience suffers, so does customer experience.

## What were **arrivia's** major WFH concerns?

- **arrivia** WFH customer agents make calls using a range of connectivity types, speeds, devices, and ISPs, often on consumer-grade internet
- Home PCs and devices used by some agents can have insufficient CPU and memory to handle peak load
- Agents often share their network with family members, who compete for precious bandwidth
- Home environments can cause background noise not traditionally experienced in the workplace

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*"VSM Everywhere keeps us ahead of the curve – it's our eyes and ears when we can't be there to assist our agents in person."*

**Dan Covington**, Sr. Unified Communications Manager, **arrivia** | travel better, experience more

## How could **arrivia** identify and fix issues impacting WFH agents faster?

Approximately one-third of incident tickets processed by **arrivia's** Service Desk related to issues outside the visibility of the enterprise. These include WFH PC performance, network availability, and CCaaS connectivity.

After evaluating possible solutions to reduce mean time to repair (MTTR), **arrivia** found Virsae's VSM Everywhere platform to be the key to success. The data captured by VSM Everywhere presents a rich diagnostic view of each agent's system performance, from end-to-end.

Designed for customer and user experience, VSM Everywhere collects data from **arrivia's** XCaaS platforms and enabling technologies, including 'unmanaged' WFH networks and environments.

It captures and reports performance data, including:

- **User PC hardware:** node name, processor, O/S, model, memory
- **Networks:** interface and status, ISP, Wi-Fi SSID, Wi-Fi encryption and authentication method, Wi-Fi signal strength and link quality
- **Historical network and system performance:** CPU and memory utilization, ISP download and upload speeds, and latency, which can all be analyzed according to nominated timeframes
- **Devices and headsets:** Telemetry analytics assess audio quality and volume to help maintain healthy working conditions for employee wellbeing
- **Environmental analytics:** point to external factors influencing performance

## Hardware Details



At the point in time shown, **arrivia's** Service Desk was able to ascertain which unnecessary processes were running on the agent's workstation causing high CPU occupancy. Once these were shut down the agent and customer experience immediately improved.



Using the mouse-over to expose AI-driven insights, **arrivia's** Service Desk was able to prove that the cause of poor UX and CX was the strength and quality of the Wi-Fi at the agent's location.

Channel contention in high-density urban locations is a typical cause. Many routers have settings that allow agent workstations to use Wi-Fi channels free from interference.

VSM-E Device Details Christopher King (LAPTOP-GPLJDEG)

07-Feb-2022 10:05 AM 07-Feb-2022 11:05 AM Custom

Hardware Details Network Details System Details Headset Details Headset Calls

### Network Interfaces

Interface	Description	MAC Address	IP Address	Interface Type	Operational ...
Wi-Fi	Intel(R) Wi-Fi 6 AX201 160MHz	70:14:88:55:48:82	10.25.21.5	Wireless80211	Up
Local Area Connection* 1	Microsoft Wi-Fi Direct Virtual Adapter	70:14:88:55:48:87	100.254.101.127	Wireless80211	Down
Bluetooth Network Connection	Bluetooth Device (Personal Area Network)	70:14:88:55:48:72	100.254.234.43	Ethernet	Down
Local Area Connection* 2	Microsoft Wi-Fi Direct Virtual Adapter #2	72:14:88:55:48:86	100.254.128.58	Wireless80211	Down
Ethernet 3	Surface Ethernet Adapter	88:31:85:48:02:87	100.254.95.172	Wireless80211	Down

### Wifi Details

SSID	Signal Strength	Link Quality	Band	Channel	Frequency	Encryption	Authentication
arrivia_intune	-88	-18	5	140	5700000	CCMP	RSNZ_PSK

### Speed Test

ISP	Public IP Address	Ping (ms)	Download (Mb/s)	Upload (Mb/s)
Saddleback Communication	208.93.129.18	15	332.59	196.2

**1** Operational Interface

**2** Signal Strength

**3** Link Quality

**4** ISP

**5** Download/Upload speeds and Ping

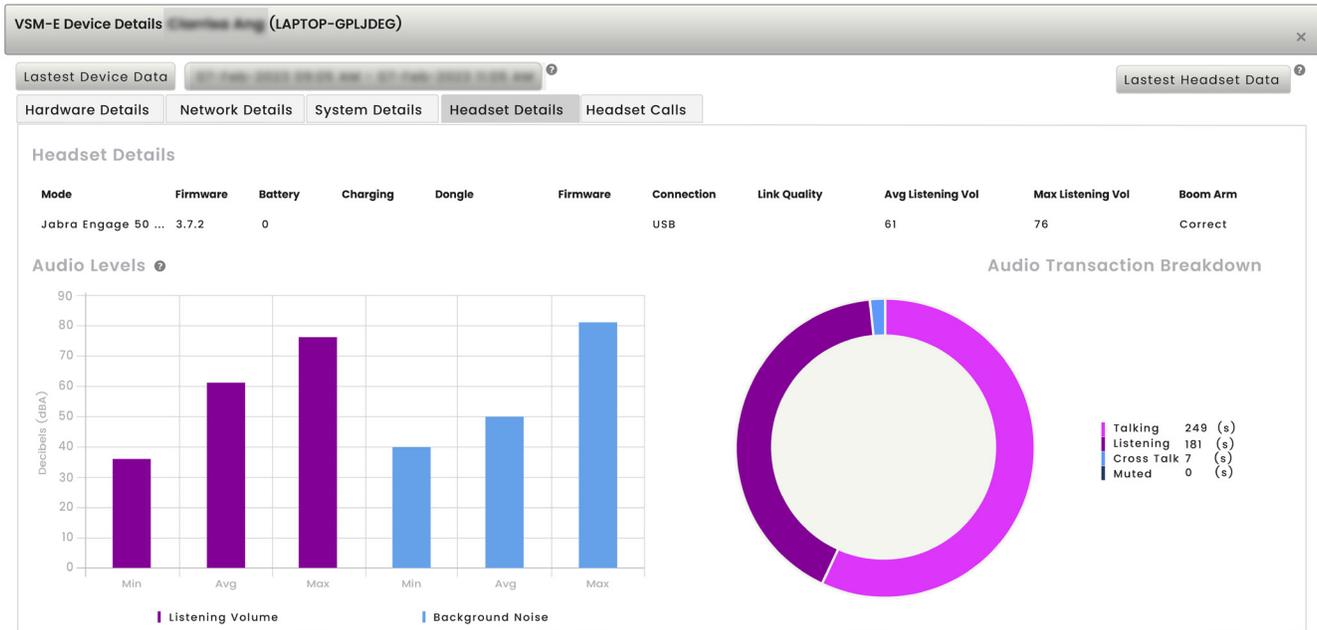
*“With VSM Everywhere, we can quickly determine if the issue is with the remote environment or quickly rule that out and focus our resources on correcting the actual problem”*

**Dan Covington**, Sr. Unified Communications Manager

# Headset Details



Proving what is not the cause is often an important step in establishing root cause. In this case the Service Desk was able to see that the agent's headset was an approved model, the agent was running the right firmware version and was connected using a cable, and that the agent had the headset boom arm optimally positioned.



Model	Call Start	Firmware	Dongle	Firmware	Connection	Link Quality	Avg Listening Vol	Max Listening Vol	Boom Arm
Jabra Engage 50 II	12:22:58 PM	3.7.2			USB		61	76	Correct

Jabra headsets currently supported, additional manufacturers are on the roadmap

# How *arrivia* wins big with VSM Everywhere



## Faster fixes:

- **Proactive ticketing** via tailorable thresholds alert *arrivia* Service Desk to issues for deeper investigation
- **Improved problem recognition** saves up to four hours of troubleshooting and root cause analysis per agent issue
- **Intermittent issues** that once took weeks and multiple discussions with at-home agents are often resolved within hours
- **Both real-time and historic data provide insights** to compare past and present configuration, and to analyze trends over time



## Fewer escalations:

Now most issues can be easily managed by *arrivia's* T1 Service Desk, slashing the number of calls handled by the company's T2/T3 technical support teams. The T1 team works swiftly to identify and address issues related to remote worker PCs (memory), ISPs (bandwidth) and home network, driving reductions in reported issues and escalations.



## More productive and happier at-home agents:

Agents are up to 50% more productive, thanks to less downtime and DIY troubleshooting. Fewer issues and faster resolution mean happier workers, which in turn means more sales.



## Cost savings:

*arrivia's* more proactive approach improves MTTR for the one-third of Service Desk incident tickets that involve WFH issues, reducing:

- **Lost sales from agents**
- **Lost agent productivity**
- **Agent churn**
- **Employee costs for time spent troubleshooting** issues, including Agent, Service Desk, and Telecom and Network Teams



## Customer experience:

The customer experience offered by *arrivia* benefits from fewer recurring WFH agent issues, due to root cause determination and faster resolution via VSM Everywhere data.



## Future developments:

The Virsae platform will extend to *arrivia's* evolving cloud PBX strategy.

Plans to integrate VSM Everywhere alarming into *arrivia's* incident management system are made possible with out-of-the-box VSM workflow integration. VSM Everywhere's integration with Microsoft Teams will also be a useful future consideration.



# Now there's nothing standing in the way of flawless enterprise communication.

## About Virsae

Virsae Service Management (VSM) is the category defining XCaaS analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex unified communications (UC) and contact center environments, empowering customers and partners with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

## Let's Get Started

Learn how VSM Everywhere's full stack AI-powered diagnostics extract and analyze critical performance and inventory data from 'unmanaged' WFH agent workstations and environments to support flawless enterprise communications.

Contact Virsae today:

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