



PRESS RELEASE

Educational Webinar Addressing “Building a Successful Remote Contact Center Agent Program” Being Held January 6, 2010

Alexandria, VA – January 5, 2010—VIPdesk (www.vipdesk.com) and Altivon (www.altivon.com) will team up to present “*Building a Successful Remote Contact Center Agent Program*”, an educational Webinar being held Wednesday January 6, 2010 at 1:00p.m. ET. This complimentary Webinar will review how a company can establish and manage a remote contact center agent program, as well as the essentials of training and managing home-based contact center agents.

In “*Building a Successful Remote Contact Center Agent Program*”, Sally Hurley, President of VIPdesk—the pioneer of the virtual call center model—will review how VIPdesk successfully converted from a traditional centralized contact center model in 1997 to a complete virtual remote agent call center program in 2003. Since then, VIPdesk has realized the benefits and overcome the challenges associated with work at home agents.

Topics covered in this hour-long Webinar will include:

- Benefits of home-based vs centralized call center agents
- Remote Agent training and management
- Challenges faced in deployment
- Considerations for a home-based workforce
- Technology considerations

Space in “*Building a Successful Remote Contact Center Agent Program*” is limited. Register online at <http://www.altivon.com/regpages/vipdesk/index.asp>. For more information, email press@vipdesk.com or call 703-837-3507.

About VIPdesk

With over 20 years of providing concierge-quality contact center solutions, VIPdesk delivers dramatic and measurable results for leading global brands through our home-based demographically matched Brand Ambassadors. VIPdesk specializes in delivering virtual contact center solutions in several industries including retail, travel, automotive and financial services. We serve more than 40 blue-chip clients with over 10 million customers and are continually recognized through numerous awards, including the Inc. 500, Inc. 5000, NCBEA Business Ethics Award, Stevie Awards for Women in Business and Smart CEO Future 50. To find out more about VIPdesk, visit www.vipdesk.com.

About Altivon

Altivon delivers high value, high impact unified communications solutions to Contact Centers and the Enterprise. Focused on elevating the experience of an organization’s employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media Customer Interaction Management (CIM), Interaction Process Automation (IPA), and [Enterprise IP Telephony](#). Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

Contact

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