Nuasis Corporation - IP Contact Center

Nuasis NuContact Center is the IP based contact center solution manufactured by Nuasis Corporation in Mountain View, CA. This totally IP-based multimedia offering provides Nuasis' customers a highly reliable and scalable architecture to manage multiple sites as if they were one large call center. Nuasis Corporation relies on PacketStorm Communications' network emulation test tools to ensure the quality of their products.

Voice communication over the packet data network has its own unique requirements. Dropped packets, duplicated packets, and packets that arrive out of order can all cause voice to become unintelligible. Should a problem arise in the field, Nuasis can make use of the PacketStorm's 'network impairment capture and replay' functionality to capture the field conditions and bring the exact network problems back into their lab for resolution.

Voice, file transfers, web interaction; all these functions need to be handled simultaneously. QoS is very important to make sure all these data transfers are handled with the priority needed. Nuasis is able to emulate the queuing algorithms and traffic prioritization that routers execute when having to deal with these different types of traffic simultaneously. This allows Nuasis to specify the appropriate router QoS settings to ensure traffic is handled as it should be.

Ethernet systems typically run at 10 M, 100M, or Gigabit rates. However, when connecting distributed contact centers, the WAN connections can be much slower. PacketStorm systems allow the throttling of packet rates to emulate traffic running over these slower connections. By emulating these links in a PacketStorm, Nuasis can be assured that their systems will run properly at these speeds, and recommend the types of circuits that their clients will need.

By using PacketStorm in multiple departments, Nuasis ensures that their solutions will meet and exceed their customer's expectations, and allow them to achieve the savings, scalability, and reliability that the Nuasis NuContact Center promises.

"PacketStorm products allow us to emulate the conditions that we might see in the real world, giving us the opportunity to design solutions for our customers that withstand the challenges faced by networks everyday," says Senya Rahmil, Vice President of Customer Services & Quality Assurance, Nuasis Corporation.

About Nuasis Corporation
Nuasis Corporation, the IP contact center company, provides companies with enterprise software that improves customer service and reduces call center operating costs. The company's product, the NuContact Center, is leading the transformation of the customer contact center from proprietary circuit-based ACD switches to IP-based enterprise software applications for intelligently routing customer inquiries via the phone, e-mail, and Web. Headquartered in Mountain View, California, Nuasis has offices in major

metropolitan areas across the United States. For more information, contact Nuasis (650) 318-2200 or visit www.nuasis.com