

ORACLE CONTACT CENTER ANYWHERE: CONTACT CENTER MULTITENANCY

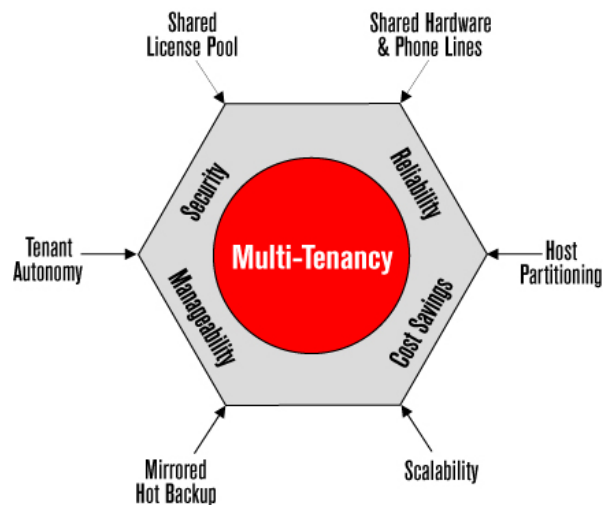
KEY FEATURES

- Network-based IP contact center solution
- Designed to be fully integrated
- Unsurpassed tenant security
- Carrier-grade reliability
- Mirrored hot backup
- Parallel processing across servers and data centers
- Host partitioned multitенancy
- Carrier-grade scalability
- Local autonomy for “tenants”
- Rapid deployment across locations
- Overlay for H.323, SIP, and PBX phones
- Cost savings and economies of scale
- Carrier grade, mission-critical reliability

Hosting commercial and corporate contact centers requires a multitenant solution to both protect the integrity and security of each client’s data and deliver local autonomy. Oracle’s Contact Center Anywhere empowers organizations to deploy centralized contact center technologies on a “single system” infrastructure shared by all locations, regardless of geographic location.

Centralized Infrastructure Preserves and Enhances Local Autonomy

Commercial service providers—network service providers, outsourcers, and infrastructure companies—typically host numerous independent clients, each requiring complete autonomy, data privacy, and ironclad security. Corporate enterprise departments require multitенancy on shared systems so that each department, workgroup, location, or group of locations can be 100 percent autonomous and independent of the others. Contact Center Anywhere is a multitenant contact center solution that is designed for multisite and multitenant deployments. It allows geographically dispersed sites and independent business units to realize productivity, efficiency, and cost benefits by sharing hardware, software, and phone lines. This solution supports global operations while allowing those sites or groups of sites to retain total autonomy. Contact Center Anywhere’s architecture prevents any exposure of internal data or business processes to other tenants—whether they are independent locations of the same company or unaffiliated subscribers of a service provider.



The Contact Center Anywhere multitenant architecture.

Host Partitioning Ensures Data Security

Hosting contact center capabilities for diverse locations reduces expenses, and provides organizations with economies of scale and efficient use of hardware, software licenses, and phone lines. To keep each client's data, routing rules, and libraries private and completely separate requires "host partitioning." Individual client databases simply don't provide the level of security and reliability that hosting customers demand. And providing each client with a separate system eliminates the cost savings and financial advantages.

Contact Center Anywhere's unique solution for host partitioning ensures data security while still realizing the efficiencies and cost savings that result from common components. Its architecture is built upon two types of software resources—dedicated and shared. Shared resources, such as those that manage licenses and phone lines, can be used by many tenants. Dedicated resources are tenant-specific and accessible to only one tenant. These processes can run on shared or dedicated servers without compromising security. Dedicated resources include the software processes for handling media types and database access.

To further ensure security and stability, Contact Center Anywhere partitions at the software process (executable) layer. Each tenant can run its own software processes on dedicated resources. This approach gives each tenant full autonomy and prevents clients from seeing or disrupting the operations of others at any time.

Easy Tenant Self-Administration

Companies that implement centrally hosted contact center technology generally require autonomy for their individual sites, groups of sites, or autonomous tenant-subscribers. With Contact Center Anywhere's Web-based, menu-driven provisioning and customization, tenants can easily manage their own provisioning. Administration rights can be configured to differentiate user access by responsibility, for example to only provide specific Administrators with the ability to change user settings. A distributed software architecture is critical in a multitenant environment because it enables failsafe, uninterrupted system performance even if individual software processes, servers, or data centers go offline. With Contact Center Anywhere, provisioning a tenant spawns new tenant processes that can live anywhere on the corporate global network. This dedicated tenant-process approach, providing segmented business logic software, ensures that adding or modifying one tenant's processes has no impact on other tenants. No tenant can put the entire network at risk. This core attribute makes Contact Center Anywhere the most resilient contact center solution available and uniquely suited for large-scale, mission-critical deployments. At the same time, these tenant processes share common licenses, servers, and phone lines, providing maximum economies of scale.

This distributed architecture also eliminates the scalability constraints of traditional architectures, which are typically limited by the power of a single server or predefined set of servers. Contact Center Anywhere has been certified by top-tier carriers to support 50,000 agents per tenant with an unlimited number of tenants. Contact Center Anywhere was designed to work with a variety of hardware and

operating system server environments, including Windows, Unix, and OS/X.

Scalable and Resilient Solution

Oracle's Contact Center Anywhere is based on patented, network-based software architecture. This flexible, distributed design allows software processes to operate in parallel simultaneously on more than one server and in more than one data center. With our patented mirrored "hot-backup" capability, software processes are mirrored in real time on the network, utilizing a master and backup approach.

The master and backup software resources can be segmented and run on behalf of departments, divisions, or even companies. Masters typically run on a dedicated server(s) and backups operate on their own dedicated server(s). For example, if a master chat resource fails, the backup chat resource in another server takes over in real time without disrupting service. Even if one server experiences problems, no single point of failure can jeopardize system performance.

Contact Us

For more information, CONTACT
Promero, Inc.
Toll Free: (888) 204-0822
Tel: (954) 935-8800 Option 7
Fax: (866) 504-4212
Email: sales@promero.com

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