

Benefits of Modern IP Trunking for EPAS

ComputerTalk's EPAS ice Contact Center has supported the Government of Canada for 10+ years on both traditional physical and IP based telephony solutions.



EPAS IP Trunking provides resiliency and scalability for mission-critical contact centers and their agents across geodiverse nodes & desktop backup connectivity options such as Microsoft Teams and icePhone.

As such, we wanted to highlight the significant advantages that IP Trunking offers over traditional PRI (Primary Rate Interface) solutions.

Benefits of IP Trunking



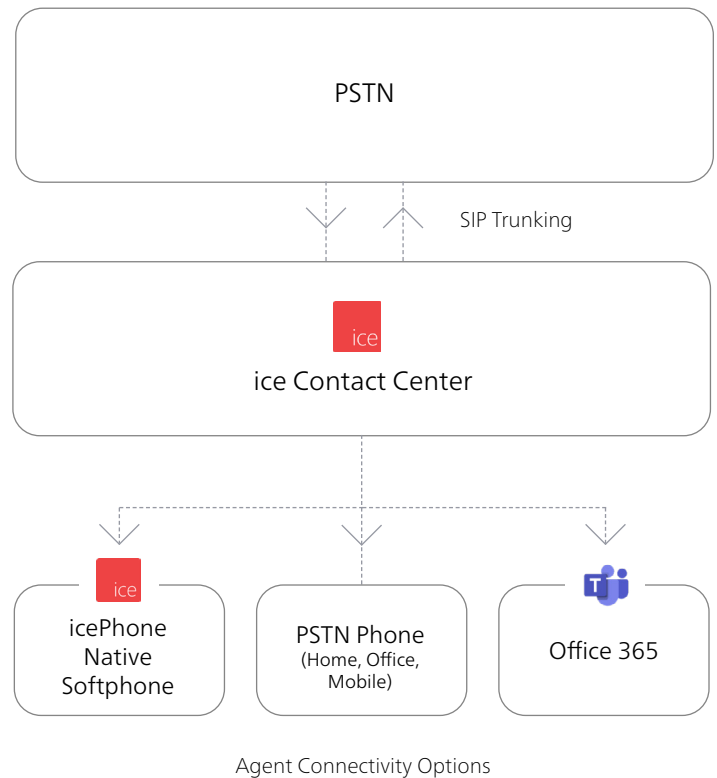
Scalability

IP Trunking accommodates seamless capacity increases for growth and expansion without the need for physical installation and coordination; capacity increases can be completed in near real time.



Stability & Resiliency

IP Trunking provides robust and redundant capabilities including load balancing across geodiverse datacenters, reducing the chances of disruptions linked to hardware malfunctions. In the event of an outage, calls can seamlessly re-route to alternate destinations, ensuring your operations remain accessible to citizens, employees, clients and partners.





Modernization

IP Trunking modernizes the EPAS offering, adding support for Microsoft Teams and our integrated softphone, icePhone, for voice and chat



Migration

Migration to IP Trunking is seamless for clients and partners, who can retain ownership over their public facing numbers, including number porting.



Desktop Backup

IP Trunking provides redundant connectivity options supporting users in any location as long as they have an internet connection and/or PSTN accessible endpoint. Users can utilize the following connectivity options: Microsoft Teams Phone system, 10 digit PSTN (cell, mobile and office), icePhone (integrated softphone – voice and chat).



Cost Efficiency

By eliminating the need for physical installation, hardware and associated maintenance costs, IP Trunking is often a more cost-effective solution that’s readily adaptable to customer expectations.

For more information, contact your account manager or request a demo at computer-talk.com/demo

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



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