

# Green technologies in the contact center come of age

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## Abstracts

Consumers and enterprises alike suffer from 'green fatigue' – an ennui born from too much hype and too little substance around green technology. But as green technology becomes more synonymous with cost-saving technology, enterprises have begun to warm to the idea. Contact centers, in particular, have begun to explore the homeshoring or work-at-home agent model, a model with many green benefits. Longer term, new technologies and new uses for existing technologies including application and call routing virtualization will gain traction in the contact center arena. The economic recession has forced many contact centers into cost-cutting mode; contact center and IT decision-makers should therefore be closely examining green technologies and processes that help trim costs.

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Green contact centers mean cost-effective contact centers

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