



## Multichannel

Today, contact centers need to be able to handle multimedia communication channels. As a carrier, you need to enable contact centers to communicate via phone, e-mail, chat, fax and web requests. Independent of the channel the client uses, the **effEctive**® Network-Based Contact Center lets you collect this information and make it available on a web-based [Agent Workplace](#). You can even have multimedia streams displayed at the Agent Workplace dependent upon the profile of the agent. By making such a solution available in your network, you make multimedia more flexible and easier to maintain for your customer. [Our experts](#) will show you how it works.

