

## AFL Provides Expertise for VoIP Conversion

### Summary

AFL handled the voice over IP (VoIP) conversion for four locations of Wells Fargo Bank's Call Center which included 500 to 1,700 users per location.

### Challenge

Wells Fargo issued competitive bids among national "desktop vendors" for VoIP conversion. AFL has completed similar projects for other customers but this was a first with Wells Fargo. AFL has proven our knowledge and capability to Wells Fargo on previous project and, as a result, AFL was awarded four locations for the VoIP conversion.

### Solution

AFL conducted surveys of Wells Fargo's existing system and evaluated the phone set information at the four locations of the Call Center. AFL then handled the deployment of the new phone sets and ran test scripts on the system. Once completed, the old sets were decommissioned, boxed and shipped back to the end user.

### Results

AFL delivered a quality product for Wells Fargo's Call Center. This project also expanded AFL's services offering and opened new doors for other projects with Wells Fargo.

