

Customer story

HIGHLIGHTS

Streamlining Success: Viva's
Advanced Database Management
using Presence contact center suite
Elevates BPO Call Center Efficiency



CLIENT

A prominent BPO company specialising in IT product outsourcing, employing over 500 skilled professionals across multiple offices in India, providing tailored solutions to meet the diverse needs of their clients.

REQUIREMENT

A dialer was used to dial numbers from the client's database for their BPO process.

- The main cause for concern is three categories of numbers; No answer, Fax & Invalid Numbers.
- The database needed to be filtered before being loaded onto the calling software.

CHALLENGE

The database plays a vital role in accelerating the call center's day-to-day activities.

The "no answer, fax, and invalid numbers" caused various outcomes such as;

- Dropped calls
- Agent waiting time
- The dialer was unable to filter numbers efficiently
- Reduced calling productivity

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MORE INFO

SOLUTION

[Cloud Contact Center]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva Presence Contact Center Suite with an enhanced database management system that helped their BPO with:
 - Integration with an existing contact center
 - Advanced monitoring and reporting system
 - 24/7 Support
 - PCI DSS, GDPR, and HIPAA Compliant
- Optimising agent's productivity
- No dropped calls
- Advanced filtration to eliminate "no answer, fax, and invalid numbers" from the database.

With one-stop-shop expertise, the VIVA Contact center suite assisted the business in enhancing its end-to-end contact center processes.