

# Customer story

INDUSTRY:

CONSULTANCY



## HIGHLIGHTS

Centralised communication portal with reduced maintenance costs: Viva's Cloud Contact Center Suite for streamlined consultation.

### CLIENT

A renowned consultancy firm headquartered in Chennai, offering expert advisory services to a diverse range of clients across various sectors.

### REQUIREMENT

The client aimed to upgrade their communication infrastructure to accommodate their growing operations.

- Transitioning to advanced VoIP technologies to streamline communication and enhance efficiency.
- Integrating over 100 contact centre agents into a unified system for seamless collaboration and service delivery.
- Ensuring scalability and modernisation to handle increasing customer demands effectively.

### CHALLENGE

Their current system gave the client some crucial challenges, such as high operational costs and difficulties holding conference calls with business partners. The additional challenges include:

- Ineffective replacement for landline usage.
- PSTN calling issues.
- Configuration limitation.
- New Installation requires On-Premises Setup.
- Integration with third-party audio providers is not available.

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## 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:

- Cloud Contact Center Suite: We set up a Presence Contact Center Suite to replace their existing system and establish a cloud-based solution.
- The cloud-based Viva Presence Contact Center Suite provided the client with a scalable solution, enabling them to adapt to evolving business needs and manage customer interactions more efficiently.

The following advantages were achieved as below:

- 33% reduction in maintenance cost.
- Call anywhere with a centralised communication portal.
- Application Integration.
- Agents' insights and Monitoring.
- 17% increase in agent occupancy.
- Licensed service provider compliant with DoT and TRAI regulations.