

Customer story

INDUSTRY:

OUTSOURCING



HIGHLIGHTS

All In One omnichannel contact center suite for extended outsourcing by Viva

CLIENT

A reputable outsourcing company providing a comprehensive range of services, including application development, IT infrastructure management, quality assurance, testing, and other tailored solutions.

REQUIREMENT

The company needed a solution to automate its inbound and outbound calling processes, allowing them to handle more calls efficiently and reduce manual intervention.

- The company sought a solution to enhance the quality of their services by streamlining communication and ensuring faster, more reliable responses for their clients.
- The company wanted to improve efficiency by automating key communication tasks, enabling staff to focus on higher-value activities while ensuring consistent support for customers.

CHALLENGE

The company faced challenges with their existing VoIP vendors, who were unable to provide a complete end-to-end communication solution for their outbound calling processes, leading to inefficiencies.

The company connects with customers across various social media platforms and its website, but struggles to manage these interactions smoothly due to the lack of integration between different communication channels.

The company experienced difficulties in switching between multiple applications to engage with customers, causing delays and inefficiencies in communication.

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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:

- Viva delivered an omnichannel contact centre suite that brought together multiple communication channels into a single platform.
- This solution included an efficient outbound calling system, enabling the company to manage all customer interactions seamlessly.
- By integrating voice, email, chat, and social media communication, the solution enhanced operational efficiency, allowing the company to streamline its customer engagement and improve overall service.

The benefits from the solution were:

- Real-time speech analytics (RTSA) capabilities.
- Web-based flexible environment.
- Recording (Audio, text, and screen).
- Application Integration is possible.
- Create graphics based on contact center KPI's
- Flexible dialing mode.
- Supports multi-time zone.
- Screen recording and call qualification.
- 24/7 support.