

Customer story

INDUSTRY:

RECRUITMENT



HIGHLIGHTS

Intergration with International calling using Viva's contact center suite for advanced Recruitment

CLIENT

A well-established recruitment agency that specialises in sourcing and placing top-tier technical talent, offering tailored recruitment solutions.

REQUIREMENT

The company has two offices, one in India and another in the United States, with a total employee strength of 700.

- They were looking for a solution to integrate their social media with emails, inbound calls & SMS for lead generation.

CHALLENGE

A Physical PBX setup currently manages the company's calling process in the Chennai branch, where International VoIP services are enabled.

Their complex operations made it difficult for the management to generate comprehensive analytics and reports since their various channels are not interconnected.

The critical support and features that the company was looking for:

- International Toll-Free and Virtual Numbers.
- An advanced customer support solution.
- Customised reports on overall agent productivity.

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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 implemented a comprehensive Contact Centre Suite that centralised communication channels, providing the client with a unified platform to interact seamlessly with customers.
- The omnichannel suite enabled advanced support capabilities, allowing customer engagement via email, WhatsApp, SMS, and phone, all through a single, efficient communication system.

The features included in the solution were

- Unified Communication
- Analytics and reports
- International Virtual Number
- Toll and Toll-Free Phone Numbers
- Integrations with CRM
- SMS, and WhatsApp Appointment Scheduling
- Improved Productivity