

Customer story

INDUSTRY:

RECRUITMENT

HIGHLIGHTS

Unified Communication Suite with Viva's Cloud Contact Center for effective calling and optimal recruitment



CLIENT

An HR Recruitment company based in Chennai providing Advisory & Consulting, Talent Fulfillment, and Academy Courses throughout India.

REQUIREMENT

The company has approximately 500 on-role employees and operates on a hybrid workforce model.

- They were currently using an inefficient calling setup, with nearly 80% of their employees making outbound calls using local SIM card services through their private mobile phones.
- The company wanted to implement an effective calling system with reporting and monitoring.

CHALLENGE

Since the recruiters used their personal mobile phones, they faced the following challenges;

- Poor call tracking and reporting system.
- Inefficient calling infrastructure for their hybrid workforce environment.
- No agent call recording and monitoring.

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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:

- The client was provided with Cloud Contact Center that integrated various channels, ensuring seamless customer interaction across email, phone, SMS, and WhatsApp.
- The system featured robust monitoring capabilities, enabling real-time tracking of customer interactions and performance, ensuring enhanced service delivery.

The solution included

- Call recording and report analytics.
- Web-based integration.
- An IVR solution.
- Multiple endpoints (Laptop, Mobile softphone, and WebRTC)
- Unified Communication
- Omni-channel Support