

Customer story

INDUSTRY:

RECRUITMENT



HIGHLIGHTS

Secured Cloud Contact center with Centralised Support for high quality Recruitment process

CLIENT

A reputable recruitment agency specialising in both technical and non-technical placements, providing tailored staffing solutions to meet the diverse needs of organisations across various industries.

REQUIREMENT

The company has a call centre branch office in India with a 400-Seater capacity.

- They were looking for a way to transfer their current reporting and recording information from their on-premises PBX Call Center Module to a cloud-based contact centre system.

CHALLENGE

A physical IP-PBX configuration currently runs their entire call centre business.

Recent management regulations needed them to significantly modify the security and upkeep of their call centre operations.

The organisation's complex calling structure and domestic and international lines made the management's job difficult.

They also operate various channels (in hardware and software consoles) separately, which made things even more challenging in critical situations.

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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 Presence Cloud Contact Centre solution was equipped with centralised support, ensuring streamlined operations and consistent management across all locations.
- Advanced security measures were implemented, including Secure Socket Layer(SSL) encryption for secure data transmission and PCI-DSS compliance capabilities to safeguard sensitive customer information.
- Transitioning the contact centre to the cloud offered the business greater flexibility, enabling seamless scalability and the ability to respond quickly to evolving customer needs.
- Cloud integration simplified maintenance processes while empowering the team to provide efficient and high-quality customer support across all the communication channels, reducing downtime.