VIVA DIGITALLY

Customer story

INDUSTRY:

MEDICAL BILLING

HIGHLIGHTS

End to end voip solution for Medical Billing using Cloud Contact center Suite and AI based IVR Navigation with 24/7 Support

⊘ CLIENT

An offshore medical billing company providing billing services to hospitals in the United States and the Middle East.

⊘ REQUIREMENT

The company runs a contact centre hub in Chennai, with over 100 employees working in shifts.

- They were experiencing two major issues such as Voice connectivity and an infective IVR solution.

- They wanted an end-to-end VoIP solution for their agents calling the United States and Middle East regions.

⊘ CHALLENGE

The business has a server in its data centre for a standalone VoIP system that allows daily access to its call recordings.

The following are some of the challenges faced by the organisation:

- High number of call drops
- Each time a VoIP device failed, reinstallation was required. Due to this factor, the IT team spent additional effort and time.
- No automated routing system.
- Ineffective IVR system.
- No administrative call management system.

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MORE INFO 📶

💡 SOLUTION 💡

[Conversational AI]

To address this complex requirement and challenge, Viva provided an ideal solution for the client. The proposed solution included the following components:

- A tailored VoIP solution was provided, addressing the customer's communication challenges through Viva Voice AI and licensed VoIP numbers.
- The integration of Viva Voice AI enhanced the system's capability to manage calls effectively, ensuring clear, uninterrupted conversations.
- Licensed VoIP numbers were implemented, guaranteeing reliable call quality and eliminating the risk of call drops for a more efficient service experience.

Advantages of Viva Voice AI and calling platform:

- No more call queuing
- Increase Agent Productivity
- Save time & costs
- International Call Management
- Centralised dashboard
- Connect with human voice
- Licensed international VoIP numbers
- 24/7 technical support