

Customer story

INDUSTRY:

BPO

HIGHLIGHTS

Customised BPO communication solution without excessive resource utilisation



CLIENT

A leading Business Process Outsourcing (BPO) company, renowned for its expertise in delivering a diverse array of complex Information Technology services, alongside comprehensive consulting solutions to clients.

REQUIREMENT

The company needed an effective and flexible communication solution to make outbound International calls that could accommodate their communication needs without overusing their existing resources and exceeding the set limits.

- The company also required a solution that could seamlessly integrate with their existing systems, ensuring smooth operation and minimising disruption to ongoing processes.

CHALLENGE

The client lacked seamless business communication because of the overuse of their communication resources, which had predefined limits on usage, causing inconvenience and impacting their operations and costs.

The client also faced challenges with scalability, as their existing communication infrastructure struggled to handle increasing call volumes, further hindering their ability to meet business demands efficiently.

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SOLUTION

[Viva Meet - Cloud Telephony App]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva Meet – Cloud Telephony App: Viva presented a tailor-made solution for the client, offering different International bundled minute packages to address their specific requirements.
- The client was offered the flexibility of choosing from 5000 minutes, 7500 minutes, and 10,000 minutes of calling to meet their diverse usage needs, ensuring customer satisfaction.
- Dashboard for real-time insights, VCX, Call Recording Reporting, and Analytics: Viva Meet integrated these features, providing a robust and efficient solution for their ongoing needs and resolving their immediate challenge of overuse.
- Customised communication solution that aligns with the client's usage patterns, ensuring cost-effective and seamless business operations.
- The solution also contributed to a streamlined communication environment for their team.