

# Customer story

INDUSTRY:

BANKING



## HIGHLIGHTS

24/7 Automated VoIP Infrastructure for Banking operations using Viva Meet with AI Powered IVR and Ticketing

### CLIENT

A client support agency specialising in managing back-office operations for the BFSI (Banking, Financial Services, and Insurance) sector, offering comprehensive administrative and operational services.

### REQUIREMENT

The company employs over 250 people with hubs in Chennai, Bengaluru, and Mumbai.

- They are in charge of settlements, clearance, record maintenance, accounting, and IT services.
- Apart from Incoming calls and emails, they also capture escalation tickets in their customer support portal.
- The company wanted a specific solution that would allow them to manage their tickets even after office hours.

### CHALLENGE

The company's working hours are from (10 a.m. to 7 p.m.), and they have primarily struggled to manage inbound calls after 7 p.m.

Their call centre hubs receive escalation tickets from automated ticketing software 24 hours a day, 7 days a week, but they do not have a fully automated VoIP infrastructure.

The company faced a few difficulties in handling the tickets, including an unmanaged inbound setup and a lack of accurate reports.

[CLICK FOR PRODUCT INFO](#)

[MORE INFO](#)

## 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 with AI-powered IVR:** Viva offered Interactive Voice Response via Viva Meet to better manage their inbound calls with enabled AI-based IVR play.
- It responds to inbound calls with preconfigured IVRs that are programmed before and after working hours, and it assists the customer while capturing every inbound call.

The Features and Advantages are:

- AI-based IVR play
- After hours Assistance
- Voice mail to email conversion
- Self-Managed high tickets, with easy call routing to departments
- Multilanguage IVR
- Reports & Monitoring dashboard