

Customer story

INDUSTRY:

CALL CENTER



HIGHLIGHTS

Revolutionising Call Center communication across Locations- Viva's VoIP-SD-WAN Solution for Seamless Connectivity

CLIENT

A well-established organisation with a strong presence across India, operating offices in multiple key cities to serve a wide range of clients and industries.

REQUIREMENT

Seamless Integration: A reliable EPBX system that integrates smoothly with its existing infrastructure.

Enhanced Connectivity: Stable and efficient domestic PRI lines to ensure uninterrupted communication.

Technological Upgrade: A solution to address ongoing issues with both the PRI lines and the EPBX system to improve overall operational efficiency.

CHALLENGE

The reason this particular client was hesitant to convert their old EPBX system to a Cloud VOIP solution immediately was that:

- They were concerned that switching from traditional E-PBX to Cloud VOIP would result in a loss of CAPEX due to their existing wired infrastructure, which includes telephones and a PRI service provider.
- Having to deal with multiple vendors and the difficulty in finding suitable service providers that can fully manage their connectivity and VoIP services.

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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 Installation:** Traditional E-PBX would necessitate the installation of physical hardware racks and phone connections on the premises. But this will not be required with the VIVA VOIP – SD-WAN solution.
- **Updates / Upgrade:** With VIVA VoIP – SD-WAN solution, everything is plug-and-play and remotely handled, improving turnaround times and keeping up SLA to 99.95% while providing 24-hour support.
- **Damaged lines:** Resulting in a loss in connectivity and a break in service to communicate with customers, Viva provided the client with the VoIP SD-WAN solution.
- **Internet connectivity is managed by aggregating multiple LTE & Wired networks for failover and intelligent connectivity.** Routing of calls has been accomplished through the use of IP phones, (Desktop and Mobile) Softphones, cloud storage, thus enabling users/agents to work from anywhere.