

Customer story

INDUSTRY:

EDUCATION



HIGHLIGHTS

Unlimited Voice recording with balanced workforce using Viva Meet for Educational Purposes

CLIENT

A prestigious ISO-certified educational and research institute, recognised for its commitment to academic excellence and innovative contributions to research across diverse fields.

REQUIREMENT

The institute has a corporate office in Chennai, and agents handle student inquiries under Student Success Services.

- The corporate office has divisions like admissions, placements, e-learning, internal teams, and business teams.
- These divisions use an on-premises landline connection connected to the management and administration teams.
- However, the institute needed a proper calling system to enhance inbound calls to interact and manage its entire workforce on a unified platform.

CHALLENGE

The institute reportedly dealt with issues such as:

- Unable to manage seasonality in inbound high-volume calls
- Long wait times for customer calls
- Operation of an unmanaged workflow.

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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): Viva addressed internal calls, call routing, IVR, and call transfers to manage the customer front better using Viva Meet.
- The advanced talk time distribution strategy had an impact on the overall brand reputation.
- The solution streamlined customer interactions, ensuring more personalised and efficient support.

The advantages include;

- Reduced waiting times,
- Fast and Accurate contact,
- Skill-based routing to assist the customer faster.
- Higher productivity.
- Balanced workforce.
- Unlimited Voice Recording.