

Customer story

INDUSTRY:

EXPORT



HIGHLIGHTS

Facilitating cross border communication for exports with Viva Meet.

CLIENT

A merchant export company focused on delivering top-notch sourcing, private labelling, and manufacturing solutions to international clients seeking high-quality products.

REQUIREMENT

The client sought an integrated communication solution to enhance both international connectivity and internal call management across their operations.

- The client required a global calling plan to streamline and reduce costs associated with international communication.
- They also needed a Private Branch Exchange (PBX) system to efficiently manage both incoming and outgoing calls, as well as internal communications.

CHALLENGE

The client faced significant challenges that impacted communication efficiency, productivity, and other aspects.

- Limited Connectivity: Lack of efficiency in managing incoming and outgoing calls resulted in dropped connections and poor call quality.
- Lack of Scalability: The client found it difficult to scale their communication infrastructure to accommodate business growth.
- Call Management: Hindered productivity due to unanswered calls and poor call handling.

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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 addressed the client's issues and provided them with Viva Meet, a cloud telephony application with PBX features and detailed Call Reports to manage and facilitate communication.
- Reporting and analytics: Reporting and Analytics tools to track call volume, duration, and other metrics for performance evaluation and decision-making.
- Extension Dialling: Users within the organisation can dial internal extensions to reach their colleagues directly without going through the external phone network.
- Call Routing: The provided PBX System routes incoming calls, ensuring that calls are directed to the right person or team.
- Call Monitoring: Monitoring of calls in real-time to assess agent performance and ensure quality control.
- Integrated Communication: A communication platform with call routing, voicemail, call recording, and conference calling, enhancing efficiency.