

Customer story

INDUSTRY:

HEALTHCARE



HIGHLIGHTS

Improved Agent workflow for Healthcare organisation by Viva Meet

CLIENT

An aesthetic healthcare company with treatment centres across India, serving over 10,000 patients from 14+ countries.

REQUIREMENT

The company recently established a call-centre hub in Chennai with 24/7 support agents.

- The company wanted every call routed to available agents, which is not the case with the current setup because the company relied heavily on appointments.
- They needed a call-centre system to handle all calls, including international calls.

CHALLENGE

The company is constantly upgrading to meet international standards in response to technological advancements.

Furthermore, the company claims that the general public is overloaded with incorrect information about aesthetic treatments, making it difficult for the public to find the right healthcare provider.

Other challenges include reducing customer wait time, providing self-service options, and providing visibility into agent interactions to measure customer satisfaction.

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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): The client was provided with Viva Meet, a cloud-based omnichannel communication platform designed to simplify and streamline their communication processes.
- With Viva Meet, the client gained the flexibility to join meetings seamlessly from a computer, smartphone, or browser, enhancing accessibility and collaboration.

The company's overall call operational improved with the following benefits:

- Improved agent workflow.
- Reduced time spent handling calls.
- Integration of remote agents into a single environment.
- Reduce capital expenditures.