

Customer story

INDUSTRY:

IT



HIGHLIGHTS

Streamlined IT Customer Care using Viva Meet

CLIENT

A SaaS-based software company, with a large number of employees handling customer care and after-sales support.

REQUIREMENT

To optimise overall supply chain operations, the management has decided to designate a team of employees to handle VoIP calls specific to certain state and city codes, rather than having employees manage multiple locations.

- This included the requirement for an international VoIP calling solution with dedicated state codes, such as USA calling with a Utah DID (Direct Inward Dialing).

CHALLENGE

The existing telephone system caused many challenges to the company as well as its customers, such as;

- Increased call handling time
- Unable to reach the correct department
- Customer issues don't get resolved on time

[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 Viva Managed VoIP solution an intelligent Interactive Voice Response system was created to help callers choose the department they want to reach.
 - The client's telephony system was automated, and managed Viva Cloud Exchange features was integrated.
- Additional Features included;
- Voice mail to email.
 - Cloud API's Integration.
 - Call forwarding and call recording.
 - Multilevel IVR and Intelligent Call Routing.
 - Internal extension at no extra cost.
 - 99.95% Uptime guarantee.
 - 24/7 Support.