VIVA DIGITALLY

Customer story

INDUSTRY:

IT

HIGHLIGHTS

Upgraded IT Virtual Call Center setup with unified communication platform using Viva Meet

CLIENT

A reputed IT Company with 15+ years of service expertise with multiple locations worldwide.

REQUIREMENT

The company has physical offices in various countries.

- The clients Internet and telephone service providers are diversified, and the company has three Indian branches in Chennai, Bangalore, and Kochi.
- The only technology used for communication was a common communication platform.
- The company wanted to host an IP VoIP communication service between the On-premise phone system, and the public switched telephone (PSTN) network for their India office.

CHALLENGE

Due to their remote locations, their shared communication platform was not always suited for calling outside the network.

The organisation had free, open-source phone call software, the PBX server was stored on the cloud, which had incomplete aspects such as;

- Incomplete unified communication.
- Unsafe system.
- Limitation on multi-channel.
- Inefficient bugging system (Audio).
- Problem with outside calling and the cost.

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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:

- Seamless Remote and Hybrid Calling: With Viva Meet, the business was able to enable efficient remote and hybrid calling setups, ensuring uninterrupted communication across teams and locations.

- Enhanced Outbound Calling with Dynamic IDs: Viva Meet empowered the organisation with dynamic caller IDs for outbound calls, offering flexibility and a professional touch to customer interactions.

Viva Meet upgraded their Virtual call centre setup with added advantages such as;

- Dedicated Domestic Virtual Number.
- Remote and Hybrid calling.
- Extension to Extension calling.
- Dynamic IDs for outbound calling.
- PBX Integration.