

Customer story

INDUSTRY:

LOGISTICS



HIGHLIGHTS

Delivery and Logistics made easy using Viva Meet with call recording under one centralised support number

CLIENT

A well-established logistics company headquartered in Cuttack, India, offering comprehensive transportation and supply chain solutions across the region.

REQUIREMENT

The client provides daily parcel services to customers across India, and they work closely with truck drivers for their delivery operations.

- The company used a traditional communication system to handle their inbound/outbound call flow.
- With the increase in the volume of business, they needed to upgrade their telephone infrastructure with a strict budget at hand.
- They were also looking for a single centralised support number for all their communication.

CHALLENGE

Without a dedicated support number, calls to drivers were being made from the agent's mobile numbers and often went unanswered, which also led to other issues:

- Communication Gap between Agents and Truck drivers
- Drivers were unable to identify official calls
- Delays in deliveries
- Unrecorded calls

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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:

- Viva Meet provided a fully managed VoIP solution, including a dedicated FCC and DOT-registered support number, ensuring seamless communication and around-the-clock assistance.
- With Viva Meet, the client benefited from a cloud-based setup featuring call recording, extension management, and call forwarding, enhancing operational efficiency and reducing call rejections.
- A dedicated FCC and DOT registered support number.
- Call recording
- Managed end-to-end VoIP Solution.
- Reduced call rejections between Agents and Truck drivers.
- Cloud setup with added cloud PBX features.
- Extension and call forwarding.
- 24/7 Support