

Customer story

INDUSTRY:

MANUFACTURING



HIGHLIGHTS

Customised International Calling with Viva Meet to enhance customer service for Manufacturing Units

CLIENT

A well-established food manufacturing company with a robust global supply chain network, delivering high-quality products to markets worldwide.

REQUIREMENT

The management aimed to optimise supply chain operations by assigning a dedicated team to handle VoIP calls based on specific state and city codes, rather than managing calls across multiple locations.

- There was a need for an international VoIP calling solution capable of supporting dedicated state codes.
- The solution required the inclusion of specific Direct Inward Dialing (DID) numbers, such as a USA calling setup with a Utah DID.

CHALLENGE

The client facing difficulties connecting with local customers such as;

- Irrelevant display numbers
- Locals considered the incoming number to be spam
- Frequent call drops

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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 with Specific region DID for International Calling: The benefits of having VoIP with a specific state code improved overall organization contact center activities and interaction with customers.
- Through Viva managed VoIP solution, a licensed number was provided with the international dialling prefix, country code, area code, and a local number.
- Web RTC access allowed customers to call via PC, mobile app or tablet.
- Cloud PBX features (Call divert, Call forwarding, IVR, etc.)
- No need for additional hardware—calls can be made from personal devices too.
- Higher call acceptance ratio.
- They can also make and receive calls anywhere in the world at no extra cost. That means no more expensive roaming fees!