

Customer story

INDUSTRY:

PHARMACY



HIGHLIGHTS

Establishing High-class business communication saving hassles in the Pharmaceutical department with Viva Meet- The cloud telephony solution

CLIENT

A rapidly expanding online pharmaceutical company headquartered in India, specialising in the delivery of a wide range of pharmaceutical products to customers nationwide.

REQUIREMENT

The company has strategic partnerships with several medical manufacturers.

- The Indian office serves as a centralised distribution and international support centre.
- They desired a stable calling system with phone numbers for both inbound and outbound calls and also wanted to increase the ratio of local and long-distance inbound calls attended.

CHALLENGE

The entity does not have a calling system or unique business number to help with business communication.

Some of the significant challenges encountered by the company:

- Unable to connect multiple phones from a remote location.
- Inbound customer calls going unanswered.
- Inadequate customer interaction.
- Unable to address the calls on time.
- Avoid No-answer calls and Numbers that are unavailable.

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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 : The client was provided with Viva Meet, a cloud telephony solution that streamlined their entire inbound call management process, ensuring smooth and efficient communication.
- Advanced call forwarding modes were introduced, enabling the client to effectively manage and redirect inbound calls based on predefined criteria, enhancing flexibility and responsiveness.
- The solution included a variety of call features, allowing the client to better handle call volumes.

The various call features from the solution were:

- Simple Forwarding: Forwarding to a single number.
- Follow Me: Enabling multiple destinations for call forwarding with time schedules.
- Advanced Forwarding: Enables call forwarding to desired IP addresses.