

# Customer story

INDUSTRY:

RCM

## REVENUE

### HIGHLIGHTS

Save time, money, and Security using Viva Meet, AI voice bot and contact center for RCM companies

### CLIENT

A well-established healthcare company offering comprehensive revenue cycle management services, supporting healthcare providers in optimising their financial operations.

### REQUIREMENT

The company employs over 400 people across India, and a few of its departments are set up with VoIP services for their calling needs.

- Its projects grow year after year, and its mission is to integrate its overall Revenue Cycle Management operations into a seamless process.
- The company wanted a Unified Telephony solution for their overall Voice operations, which should provide them with a secure and reliable platform and an advanced responsive solution to improve the company's core call center operations.

### CHALLENGE

The company faced a few challenges: inefficient Virtual PBX, VoIP manageability, and to improve overall agent productivity.

Because they were dependent on multiple service providers, they recently discovered that achieving their pre-planned mission of making their operation more seamless was difficult.

They faced other challenges such as;

- Security vulnerabilities.
- PBX features were not advanced enough.
- Latency in voice.
- Overall dependability after deployment.

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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 with AI voice bot + Contact Center Suite: A Cloud Telephony solution was provided with a complete setup that included a unique AI-based voice response feature, which reduced agent call duration time by automating outbound calls and increasing productivity.
- A comprehensive Unified communication suite was integrated that allowed them to manage their overall Voice communication.

The Features from the solution included

- Call Monitoring and Call recording.
- Call Queue and Call Barging.
- Three-way call conferencing.
- DoT and TRAI Registered.
- 24/7 Support.
- Real-Time Analytics and Reporting
- Customisable Caller ID