

Customer story

INDUSTRY:

RETAIL OUTLET



HIGHLIGHTS

Dedicated, licensed toll-free number with advanced Cloud PBX using Viva Meet for Retail Business

CLIENT

An established eyewear solutions firm headquartered in India with over 290 retail outlets in various cities.

REQUIREMENT

The company required a unique virtual number for each location to facilitate direct communication between customers and the customer service team.

- They sought a system that ensured all calls were properly documented for reference and operational transparency.
- A robust call tracking mechanism was essential to monitor customer interactions and enhance service efficiency across their multiple locations.

CHALLENGE

The enterprise has a large customer base, and providing a dedicated number to every store location is difficult.

Some of the other significant challenges encountered by the company include:

- There was no dedicated customer care number.
- Unmanaged operation cost.
- Inefficiency in managing the inbound leads.

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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 Toll-Free Numbers: Viva provided a dedicated domestic Toll-Free Number with channels connecting their branches across various cities. Customers can now reach them on one single number.
- These calls were routed to their outlets via the Viva Meet platform.

The features and advantages are:

- Licensed toll-free number.
- Advance cloud-based PBX features.
- Affordable call costs under a 'single vendor.'
- 24x7 Customer support service.