

# Customer story

INDUSTRY:

STARTUP



## HIGHLIGHTS

Seamless Scalability- Viva's Tailored Cloud Telephony VoIP Solution transforming a Startup's Contact center Operations

### CLIENT

A growing mid-sized startup rapidly expanding its presence in the industry.

### REQUIREMENT

The client wanted to enhance their Contact Center infrastructure to accommodate growing operational demands and provide a more streamlined service.

- They required an upgraded system with comprehensive monitoring capabilities to ensure better oversight and efficiency.
- A fully managed solution was essential to minimise downtime, optimise resources, and deliver a seamless customer experience.

### CHALLENGE

With the increase in the number of employees and projects, the client had been using multiple communication interfaces for daily operations.

However, acquiring a hardware PBX system posed several challenges, including high costs, space limitations, lack of scalability, and the need for backup during power outages, among other disadvantages.

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**MORE INFO**



## SOLUTION

### [ Viva Meet - Cloud Telephony App ]

To address this complex network requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- Viva Meet enabled the business to leverage advanced analytics tools, providing actionable insights that streamlined operations and supported informed decision-making.
- Viva Meet ensured smooth compatibility with existing systems while offering the flexibility to quickly adapt and scale to evolving business requirements.
- Proactive and automated management of real-time reports.
- Statistical widgets for both real-time and historical data.
- Voice and screen recording.
- Customized Inbound & Outbound Integration.
- Telephony extension for Non-Contact center personnel.
- Integrate with existing contact center suite.
- Quickly scalable.