

Customer story

INDUSTRY:

TECHNOLOGY



HIGHLIGHTS

Customised high quality Calling solution using Viva Meet

CLIENT

A pioneering EdTech organisation specialising in providing comprehensive training programmes in data sciences and full-stack development, empowering learners with industry-relevant skills and knowledge.

REQUIREMENT

The company has two main operation centers; one in India and the other in Singapore and has over 50,000 students worldwide.

- They are recently focusing on establishing their training programs in a few more countries, including Malaysia and the United Arab Emirates.
- The company was looking for a personalised number through which their agents could connect globally.

CHALLENGE

Their current setup was causing challenges in managing incoming phone calls since their agents are busy handling outbound calls, which is their primary calling task.

They need up-gradation in their current setup to improve;

- Voice quality
- Call drops
- Inefficient extensions connection
- High calling costs

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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 (Cloud Telephony): Viva Meet (cloud telephony solution) with a tailored calling plan and a dedicated number with customised cloud-based PBX features was provided.
- A cloud-based omnichannel communication platform designed to simplify and streamline their communication processes was given to the client.

The features included

- Smart Call forwarding
- Music on hold
- Call recording and call conferencing
- Call tracking and analytics
- Complete internal extensions