

Customer story

INDUSTRY:

IT



HIGHLIGHTS

Empowering Global IT Application Development with Viva Teams Connect (VTC)

CLIENT

A global application development company delivering bespoke solutions and specialising in scalable applications for start-ups and enterprises leading the industry in digital transformation and software solutions.

REQUIREMENT

The client sorted exclusive International Calling via Microsoft Teams for their operations.

- Implementation of call forwarding feature to ensure the client does not miss any inbound customer calls.
- Enabling the ability for incoming and outgoing calls from Microsoft Teams to streamline operations for their agents.
- A centralised dashboard for managing calls from various mediums.

CHALLENGE

The client encountered significant challenges in

- Challenges with current suppliers lacking International calling capability within Microsoft Teams.
- Failure to receive incoming calls from customers causing disruptions in operations.
- Potential delays in critical business operations due to the absence of a recharge option specifically tailored for International Calling Minutes.

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SOLUTION

[Microsoft Teams Telephony(VTC)]

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

The proposed solution included the following components:

- **Simplified International Calling:** International calling enabled directly within the Microsoft Teams platform, eliminating the need for multiple applications and streamlining communication processes.
- **Reliable Telephony Solutions:** Implementation of Microsoft Teams telephony solutions to ensure that client calls are never missed when dialling the provided phone numbers, enhancing customer service and accessibility.
- **Unified Dashboard for Call Management:** Unified and centralised dashboard for handling calls across various mediums, including laptops and mobile phones, simplifying call management and enhancing productivity.
- **Streamlined Call Handling:** Making and receiving calls to and from external landline or mobile numbers, along with call queueing, transferring, and conferencing, to streamline technical IT solutions and optimise communication workflows.