

Customer story

INDUSTRY:

IT



HIGHLIGHTS

IT Workforce optimisation – Telephony Integration with Microsoft Teams using the VIVA Teams Connect (VTC) solution

CLIENT

An established IT service provider headquartered in India, offering a wide range of technological solutions to meet the diverse needs of its clients across various industries.

REQUIREMENT

A single dedicated communication platform to manage all of their audio/video communication needs. Also, the Client was looking for;

- Workforce optimisation
- Ensuring employees are properly scheduled, trained, monitored, evaluated, rewarded, and engaged.

CHALLENGE

The organisation is managing numerous ongoing domestic and international projects, with a workforce of over 1000 staff handling customer support.

The company faced challenges regarding the significant amount of time spent by their agents switching between different applications, impacting efficiency and overall productivity.

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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:

- A Telephony Integration with Microsoft Teams was offered using the VIVA Teams Connect (VTC) solution.
- While Microsoft Teams to Microsoft Teams calls can be done between users from different Microsoft Teams tenants, Microsoft Teams to a PRI/GSM number cannot be done by default. Viva Teams Connect established the connection between Microsoft Teams and a PRI/GSM number.
- Direct Routing service as a Class 'A' ISP/ITSP/VNO
- Direct Routing service with MS Certified Oracle SBC as part of the service
- Direct Routing service with extended PBX features like Call Recording, Advanced Reporting, Application Integration, etc.
- Domestic & International calling plans
- Integration with Contact Center