Leading Outsourcing & Implementation Provider

Customer Interaction Management

Transforming Customer Service Support

Highlights

The company is a leading Outsourcing & Implementation solutions provider headquartered in the United States and a strong presence in APAC.

Challenges

- Poor inbound & outbound call management
- Lack of comprehensive reporting & monitoring
- Disintegrated view of operations
- Need for a customized IVR

Results

- Fast & easy deployment
- Automated outbound calling
- Improved Customer Insights
- Enhanced visibility of Agent metrics & performance

Solutions

- Ameyo Voice with Automatic Dialing and ACD
- Live monitoring & reporting dashboards
- Unified view of all customer interactions
- Customized reports with stats to track KPIs
- Complex multi-level IVR for inbound calls

Introduction

Headquartered in the US, the company started off as a captive Real Estate operation in 2006 and evolved into a leading Outsourcing & Implementation solutions provider.

With more than 13 years of experience and strong presence in LATAM, Caribbean, and Asia-Pacific, the company has expertise in handling process management for Captive and Contact Centers.

Living by their mantra "Always Customer Service" they embody the core values to work towards eliminating the challenges of developing and managing a successful nearshore offshore business.

Project Goals

The company recently onboarded one of the Fortune 500 companies in the consumer electronic space and were looking for a contact center solution which enabled them to cater to three of their major services - backoffice, customer service support and telemarketing.

The company was struggling with using the traditional system where they had to use multiple systems and were looking for an integrated all-in-one solution to manage contact center operations, track critical SLAs and get a holistic view of customer interactions.

One of the major challenges were the lack of a multi-level IVR customized to the business requirements along with drilled-down reports to make insightful decisions.

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With Ameyo, we are handling 1000+ calls a day

IT Manager

Major Painstaking Areas

- Lack of integrated, unified system
- No visibility of critical metrics & SLAs
- Poor inbound & outbound call management
- Lack of an effective IVR system
- Fragmented information

Ameyo's Solution

Keeping in mind the company's requirement, Ameyo provided them with its all-in-one Contact center suite - Ameyo Voice. Before deploying Ameyo, the organization was struggling with fragmented information. However, with Ameyo the company was not only able to achieve a unified view of all their inbound and outbound customer interactions, but was also able to draw actionable insights.

Ameyo Voice powered by its advanced multi-level IVR and ACD allowed the company to deliver top-notch customer service support to one of the leading Fortune 500 companies.

The company confirmed that with Ameyo Voice, they are now able to handle more than 1000 calls per day while having all the advanced live monitoring dashboards and reports at their disposal.

Additionally, Ameyo's fast deployment, easy to use interface, cost-effectiveness and an array of features made it the contact center solution of choice.

Tackling Challenges of Remote Working

Challenges with Business Continuity

- ✓ Business downtime
- ✓ Low internet connectivity
- ✓ Prompt transition to WFH setup
- ✓ Heavy and inefficient in-house application

Amidst COVID'19 pandemic and lockdowns being imposed across the country, the company was looking to migrate to a remote working model immediately. One of the pressing matters being the existing in-house system that they were using was heavy and wasn't efficient to use with low bandwidth and internet connectivity, while working remotely.

Ameyo's Response

Ameyo's efficient contact center solution enabled the company's more than 60 agents to seamlessly transition to a work from home setup while enjoying its feature-rich offering even at low bandwidth. This allowed the company to ensure business as usual while maintaining high agent productivity.

Results

- ✓ Remote ready in less than 48 hours
- ✓ More than 60 agents working from home
- ✓ Business Continuity

Results

With Ameyo's robust, all inclusive feature rich solution, the company significantly improved it's call center management while ensuring high quality conversations and overall customer satisfaction.

The company ramped up the number of calls that it was able to handle prior to Ameyo Voice. The quick and easy deployment with no dependencies and lags in required customizations, the company's setup was up and running in no time.

Ameyo's customized and detailed reports along with live monitoring tools allowed the company to be on top of its operations and track SLAs and agent performance, every step of the way. Since, the company was looking for a solution for one of the major consumer electronics player, they were able to fulfill their specific requirements with Ameyo's customized complex multi-level IVR mechanism.

To summarize, the company was able to overcome the challenges of a traditional call center setup with an integrated, all-in-one contact center suite.

- ✓ Single view of all the customer interactions
- ✓ Quick and easy deployment
- ✓ Comprehensive monitoring of agent performance and SLAs
- ✓ Seamless and efficient voice process
- ✓ Unified, robust and secure platform to manage all interactions

About Ameyo

Ameyo is the market leader in Omnichannel Customer Experience (CX) and Contact Center Technology in cloud and on-premise. We help brands of all sizes transform customer experience and improve customer memories. The Ameyo Customer Experience Platform powers optimal customer journeys consistently across all touchpoints, channels, and interactions to nurture customer retention and advocacy. Ameyo is trusted by over 2000+ customers in 60 countries orchestrating more than 1 billion interactions each day.

TALK TO OUR EXPERTS

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