

CASE STUDY | BPO

A large BPO automates its contact center and improves customer experience



Challenge

The client is one of the world's largest business process outsourcing companies. It faced the following challenges:

- Maintaining different platforms and different versions in multiple locations
- Modularity
- Scalability and cost
- Integration with existing environment

Solution

Servion developed and implemented a customized open source architecture solution that included:

A custom dialer application, voice mail, conference, fax, and self-service application

- Call routing /load balancing
- Automation everywhere
- Contact processing and CTI functionalities

Results

As a result of the solution implemented by Servion, there was:

- Reduction in user based licensing cost

- Reduction in time to go to market because of the automation
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- Scalability
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- Modularity

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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For more information, contact marketing@servion.com