

SUCCESS STORY | WEBEX CONTACT CENTER ENTERPRISE

# Leading regulatory services provider seamlessly migrates to Webex Contact Center Enterprise

*To scale contact center operations through centralized PSTN services*



## About the client

The client is a leading global, independent, single-source provider of regulatory, clinical, and compliance services, serving the pharmaceutical, biotechnology, and medical device companies. It offers a comprehensive portfolio of regulatory sciences, clinical research solutions, life science consulting, R&D technology, pharmacovigilance, and medical information services to help solve complex challenges in a dynamic regulatory environment.

## Requirements

The client was using Servion's Hosted Solution platform ServCloud for their collaboration and contact center

services geographically distributed across the US and Europe. The requirement was to migrate these services, existing configurations, and reporting data seamlessly onto Cisco Webex Contact Center Enterprise (WCCE) solution without any business impacts while providing centralized PSTN services. The reintegration had to be carried out while moving the ACD to the Cisco WCCE platform because the client also utilized Verint cloud solutions.

## Solution

An advanced contact center partner for WCCE, Servion owned the end-to-end solution design and migration, providing its expertise on:

- End-to-end design of WCCE solution, including CISCO A2Q
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- ACD (HCS) data migration onto the WCCE platform for 500 agents
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- Telephony platform data migration, including the voice mail for 700 users
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- Reintegration of Verint cloud with WCCE from HCS
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- Design and implementation of PSTN trunk migration onto WCCE
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- Day 2 assurance service

## Benefits

- The successful migration resulted in no feature loss or adverse effects on the business while maintaining the same level of customer experience.
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- WCCE admin portals provide better administration experience in managing contact center and collaboration platforms for day-to-day changes
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- Centralized PSTN via MPLS provides better availability and management
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- Better tracking of changes by using the platform audit trails and role-based access control

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