

CHALLENGES

- To provide sales to customers more efficiently and effectively.
- To Increase Customer Expectations
- To provide the CRM based solutions for customers in a consistent and continues manner.
- To handle the software system and support for the present and future business requirements.

BUSINESS REQUIREMENT

Vibatel wanted to increase their existing customer base with the help of outbound sales calling services. In order to achieve their objective, Vibatel Outsourced complete CRM and IT operations to Deepija Telecom, with an emphasis to drive their different sales process.

- Need complete combination of Outbound and Inbound services.
- Require Quick Auto Dialing in order to save agent's time.
- Require Preview Dialing where agent can see the multiple leads and call them
- Able to design own CRM fields.
- Require Verification Module, so that Agent when dispose the call as LEAD then it should move automatically to verification campaign .
- Agent should able to preview & dial verified leads in verification campaign.

GOALS

To design a Call Center software and implement it according to the business requirement. System should meet to their specifications and adhere to it.

FastFacts

Customer: VIBATEL

Web site: www.teamviba.com

Industry: BPO Call Center



Customer Profile

VIBATEL has successfully managing Inbound/Outbound BPO call centers for prestigious and esteemed clients like [IHO](#), [CITYBANK](#), [REALSHOPPEE](#), [INDUSIND BANK](#), [CIGNA](#) etc. Services currently being offered in VIBATEL are dedicated Inbound and Outbound Call Centers include:

1. Tele-marketing (Up-selling & Cross-selling) Activities
2. Tele-Sales (Pre-Sales & Post-Sales) Activities
3. Recoveries/Collections' Portfolio Management

Solution

Deepija Telecom has provided the most accurate and effective call center solution for VIBATEL. The solution developed for vibatel is a combination of Outbound and Inbound Dialer solution. Implemented Call center solution with GUI customizations to provide the client corporate-wide access to the CRM data residing on the platform.

The services delivered to Vibatel are:

- Predictive dialer
- Preview dialer
- Verification campaign login
- Customized CRM
- Quality Monitoring
- Provided real-time reporting with information needed to improve agent results and supervisors' ability to control service levels.

Results

1. Implementation of ConVox Call Center solution has increased the efficiency of VIBATEL towards reaching a large number of sales in short span of time.
2. System provides automatic routing to an available agent

About Deepija Telecom

At Deepija Telecom, we help our customers create, maintain and continuously improve superior end-to-end service for their customers.

With over a decade of pioneering leadership and hundreds of solutions deployed, Deepija is a premier provider of enterprise - class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.

At Deepija Telecom you don't just have the choice. You have the assurance of a solution tailored to your needs.



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