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
- Scalability
- Modularity

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