

SUCCESS STORY | CONSUMER & HOME ELECTRONICS

## A global consumer & home electronics giant ensures higher contact center stability and improved CX

Using Servion's Cisco UCCE expertise in product enhancements and migration

### About the client

The client is a UK-based consumer and home electronics company that designs and delivers intuitive, responsive, and eco-friendly products, such as smart TVs, smartphones, wearable devices, and smart home appliances that make lives better, easier, and happier through increased functionality and fun.

### Requirement

The client was looking for a strategic global CX partner to upgrade its existing contact center solutions such as IP telephony, call routing, scripting, and reporting to deliver proactive and personalized customer experiences and ensure best-in-class operational excellence.

### Solution

An advanced technology partner (ATP) for Cisco UCCE and a strategic global alliance partner of Cisco in customer experience management, Servion has executed an array of contact center upgrades and migrations.

The solution included:

- Upgrading the Cisco UCCE system from v8.5 to v11.5.
- Cisco Unified CM for IP telephony
- Modifying and importing existing 550+ Cisco ICM scripts to the new system.
- Unified Contact Center Enterprise for advanced call routing
- Cisco Unified Intelligence Center for creating, managing, and generating reports.
- Migrating 8000+ contact center agents from the existing system to the new.
- Implementing an outbound solution for 10+ business units using the Acqueon outbound system.
- Reconfiguring the complete reporting solution in the Cisco CUIC.

## Business outcomes

Servion's solutions brought about several tangible benefits for the client. They are as follows:

- Much reliable, secure, scalable, and manageable call control and session management.

- Superior and seamless interactions and user experiences for up to 24,000 agents.

- Intelligent call routing and campaign management

- Comprehensive reporting that gives better business intelligence



## The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies
- Broad experience across all the categories of the CX stack
- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) of over 65
- Vendor-neutral consultative approach
- Ability to combine packaged applications assembly and tailored software development

For more than 25 years, Servion has been trusted by customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. Servion has helped 600 enterprises across the globe deliver memorable experiences to their customers, partners, and employees.



*Crafting CX solutions*

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