



**Case Study
Hosted Contact Center**

***“A Vietnamese Airline company
trusted VCC solution to enhance their
customer’s experience”***

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About Client

A provider of affordable air travel within Vietnam. Providing air transport in various routes across Vietnam, the airline strives to commit to making air travel accessible by always providing the most comfortable and convenient means of transportation for their customers.

Requirements | Challenges

- Automation of inbound and manual outbound process
- Streamlining of business processes
- Management of core deliveries
- Comprehensive Quality Management
- Faster query resolution
- Providing good customer service



Partner Solution

- Complete automation of inbound calling
- Click to call functionality
- Real-time analytics and
- Comprehensive reports
- IVR login based phone agent
- ACD queuing
- Reporting
- Quality Monitoring
- Voice logging

Benefits

- Through the implementation of the Call Centre solution, the company was able to deliver superior Customer Experience to their customers in line with their corporate mission
- The IP-based solution ensured that all calls were connected to the right agents and that management had the right tools to monitor and manage right quality deliveries to customers

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