

# making customer satisfaction a priority



One of India's largest private sector bank, offers a wide range of banking products and financial services for corporate and retail customers.



## Business Challenge

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- The bank needed visibility of abandoned customer calls that they received on their customer care helpline
- As they were tracking received calls on multiple numbers, the analyses of customer call patterns would take longer to consolidate
- Call routing was affected due to contingencies



## Our Solution

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- We set up Universal Access Number and SIP Trunking solutions that eased business management, upgraded the bank's technology, and made operations more resilient
- Our highly flexible and secure solutions replaced their existing PRI setup



## Business Impact

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- Our solutions gave the bank complete visibility of abandoned calls, which increased upselling opportunities
- Their customer satisfaction index rose considerably
- They are now able to address over 25 million contacts per month



**Enterprise Mobility**



**Communication**



**Connectivity**



**Security**



**IoT**



**Cloud**

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