

India's second largest private bank with 4500+ branches and headquartered in Mumbai. The bank provides a number of products and services which includes Wholesale banking services, Retail banking services, Treasury.

Requirement

- Agents across multiple location with any Time Anywhere agents thus removing the necessity for a fixed infrastructure.
- Complete OPEX model and avoid any CAPEX investment
- Smart IVR for standard enquiries in 17 regional languages
- Zero Hardware & software installations at the client premise
- Business KPI-led monitoring: track business KPIs using marketing, sales, and service dashboards.
- Real-time Data tracking and monitoring campaigns across the business lifecycle

Business challenge

- Multi Location Call Routing with redundancy, multiple skill and campaign mapping and fall backs.
- Complex IVR with integration - linked with database to get the direct engineer to resolve real time tickets of merchants
- Speed of Implementation, scalability and dynamics.
- Auto Call Back of missed customers
- Live tracking & Monitoring of agents Region wise, zone wise and overall.
- Maintain Security of data

Ozonetel solution - Ozonetel deployed a Cloud Contact Center Solution with the key features of

- ✓ To maintain security in the cloud a custom link for HDFC bank was created
- ✓ Auto call Back for all missed calls as per custom rules
- ✓ Full Featured ACD to identify the right agent, give priority to callers and map the right skills
- ✓ Real time reporting , Monitoring , Dashboard and Reporting with 100% call recording
- ✓ System drive automated Dialler to improve agent productivity for outbound calls

Impact of using Ozonetel

- ✓ Complete visibility across 18 locations and 4 zonal offices
- ✓ Deployed solution up and running within 72 hours
- ✓ No CAPEX investment
- ✓ In addition to the above call center deployment, Mvisa services launched in less than 12 hrs with the required support call center up and running in 18 location across India.

Phase 2 discussion on for a CRM integrated solution on for a Pan-India roll-ou