

CHALLENGES

- To Increase Customer Expectations
- To provide the CRM based solutions for customers in a consistent and continues manner.
- To handle the software system and support for the present and future business requirements.

BUSINESS REQUIREMENT

To read incoming SMS arriving from different third party vendors and generating the auto calls from the dialer to the passenger. In order to achieve their objective, Dot Cabs outsourced Deepija Telecom Pvt Ltd for outbound call center services with an SMS Integration .

- System should read SMS and should convert incoming SMS to lead.
- Converted lead should include in outbound campaign for dialing.
- Require Quick Auto Dialing in order to save agent's time.
- Able to do Live Monitoring
- Require reports

GOALS

To design a Call Center software and implement it according to the business requirement. System should meet to their specifications and adhere to it.

FastFacts

Customer: dot cabs

Web site: <http://dotcabs.com/>

Industry: Cabs Service



Customer Profile

Dot Cabs India Pvt. Ltd. in A C Guards, Hyderabad. The cabs of the company are hired from all the parts of the city. Dot Cabs India Pvt. Ltd. is an excellent cab service. Dot Cabs provides round the clock service throughout the year. The cab service is provided within 30 minutes of the call. The company has its own Dotcab Training Academy. The academy is set to groom drivers. The academy provides individuals sufficient driving knowledge and customer service etiquette.

SolutionDescription

Deepija Telecom has provided the most accurate and effective call center solution for DOT CABS. The solution developed for dot cabs is a ConVox Outbound Dialer solution with SMS Integration.

Receiving incoming SMS from different third party vendors like Just Dial, India Mart etc and Converting incoming SMS to LEAD by fetching Mobile Number and Name from the content of SMS. Parallely inserting this lead in a outbound campaign for dialing. Outbound call will be initiated from convox system to passenger once he answered, call will be connected to Dot Cab Call Center Representative.

The services delivered to Dot cabs are:

- Predictive dialer
- Preview dialer
- SMS Gateway Integration
- Customized CRM
- Provided real-time reporting with information needed to improve agent results and supervisor's ability to control service levels.

Results

1. Implementation of ConVox Call Center solution has increased the efficiency of Dot Cabs towards reaching a large number of passengers in short span of time.

About Deepija Telecom

At Deepija Telecom, we help our customers create, maintain and continuously improve superior end-to-end service for their customers.

With over a decade of pioneering leadership and hundreds of solutions deployed, Deepija is a premier provider of enterprise - class contact center solutions for the utilities, financial services, government, high-technology, help desk, consumer products and healthcare industries.

At Deepija Telecom you don't just have the choice. You have the assurance of a solution tailored to your needs.



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