



Case Study – Custom Development – IVR Implementation

Large Full Service Cable/Cell Provider

The client is a large full service Cable, Wireless and Telco company with activities in the following categories:

- Cable Television
- Wireless and landline phone
- Broadband Internet
- Content

Business Issue

The client had built a quilt work of Voice IVR solutions to serve 5 distinct products.

The solution did not work in an integrated manner – which led to an analysis of just how to re-design the entire front end of the IVR application.

The re-design identified substantial call flow improvements and opportunities for reduced call handling cost through improved automation of key tasks

Solution

C Care Solutions was tasked as the lead Project Manager to complete the assessment, plan the design and complete the implementation of the ultimate solution

Client Value Delivered

The team delivered the following results to the client:

- Detailed assessment of the current design flaws
- Definition of new call flows
- Definition of the full Implementation plan; including Coding, Testing and Launch
- Management of all aspects of the Project working with the clients business and technical teams
- Project included substantial User and Stress Testing to ensure all transactions worked as planned