

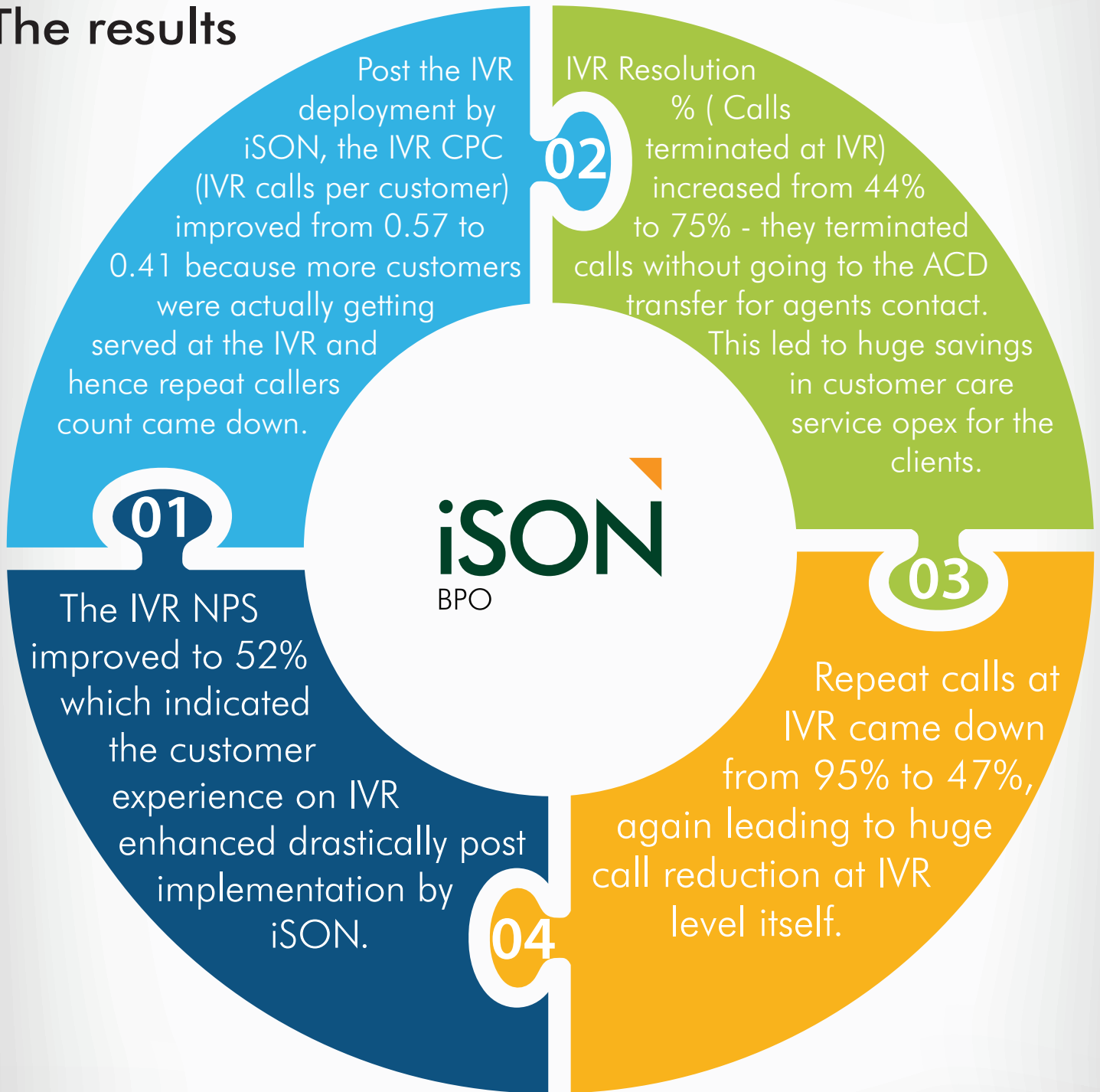
IVR Deployment and Customer Exp. Enhancement success story for leading client

The business challenge and solution by iSON

iSON deployed end to end CCT Technology for leading client which included IVR with self service options, ACD and CTI Integretion. Prior to iSON takeover, Client had disparate systems across their locations, processes of customer establishing contacts with company were in disarray, disconnected and not in sync.



The results



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