

From Legacy to Cloud Contact Centre:

How a premier logistics powerhouse soared to cloud across **110+ countries in 3 weeks!**



InstaCC™

The customer is an integrated logistics company with around 14000+ customer service agents distributed across 200+ locations. Their quest for a seamless omnichannel communication customer service, combined with global cloud technology and that offers flexibility, led the customer to choose WebexCC powered by Tata Communications InstaCC™.

Our solution bridged 110+ countries (200+ locations) with backhaul connectivity, integrated seamlessly with CRM, and slashed time-to-market by 60%. With pioneering features and an 80% boost in call handling, it didn't just revamp operations — it transformed its customer experience, elevating satisfaction by a staggering 48%.

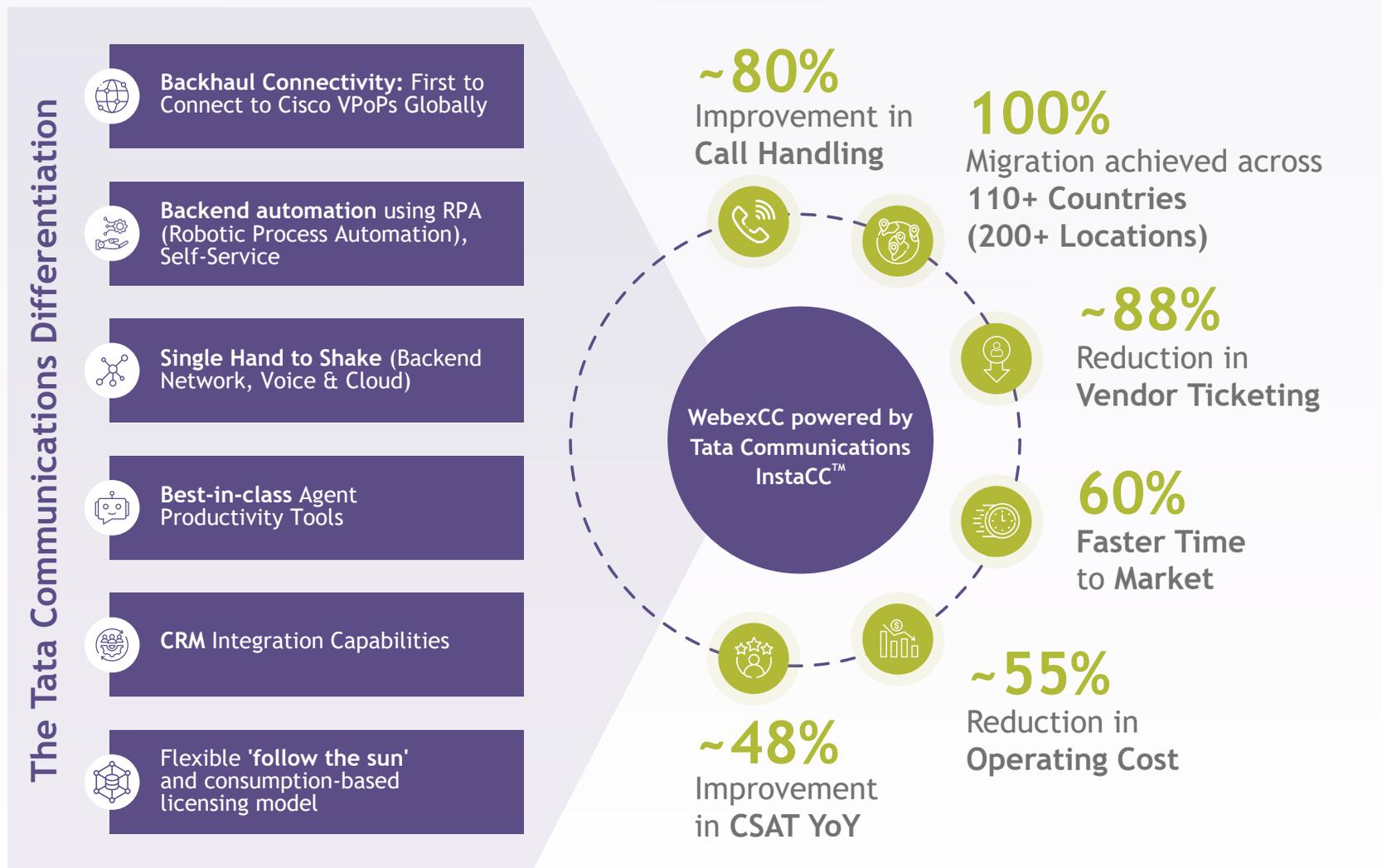
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Business Challenges



Revolutionizing CX with WebexCC powered by Tata Communications InstaCC™

Tata Communications InstaCC™ is a next-gen connected experience platform that streamlines agent-customer interactions with customizable deployments and seamless in-house integrations with a range of public, private and hybrid cloud offerings to give a 360° view of customer interactions for businesses. WebexCC powered by Tata Communications is a pure cloud-based unified, omnichannel contact centre solution within the InstaCC™ portfolio that uses a blend of automated and human interactions to provide enhanced customer and agent experiences.



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