

Revolutionizing customer service and seller onboarding for an e-commerce giant

Streamlining large-scale operations with Ubona's HALO Connect for customer and seller management



Case Study Overview

Problem

The client faced challenges in efficiently managing customer service operations and seller onboarding at scale. With a vast number of daily interactions, they needed a flexible, scalable solution that could support both customer service and seller engagement.

About the Client

The client is a leading e-commerce giant serving a massive customer base and working with countless sellers across regions.

Approach

- **Scalable Operations:** Ubona's solution helps the company run call center operations at scale with more than 10,000 agents using it daily.
- **Massive Call Handling Capacity:** The system catered to 1.2 to 1.8 lakh customer and seller calls per day, ensuring smooth service at all times.
- **Cloud-Based Flexibility:** The solution provided flexibility to run operations from anywhere, anytime, offering unparalleled convenience for both agents and the company.
- **Comprehensive Features:** The platform included all advanced contact center functionalities typically found in on-premise setups, delivering robust and efficient customer support.



Solution

- Provided a cloud-based contact center solution with Ubona's HALO Connect to streamline the e-commerce giant's operations.
- Enabled efficient scaling to handle large call volumes on a daily basis.
- Simplified management processes for improved operational control.