



EMPOWERING WFH CONTACT CENTER TEAM

Global Telecom Leverages CallVU to Empower Secure Payments Across 40,000+ WFH Agents



The telephony leader and CallVU innovated a secure billing and payments system for a massive distributed team when COVID closed call centers.

Background

One of the world's largest telecom providers faced a crisis when COVID forced the closure of all of its call centers. The company's 40,000+ agents collected millions of bill payments by phone each month, but a shift to work from home posed new security challenges.

Internal development of a web-based solution would have taken 6+ months. The company needed to solve the problem within a few weeks.

The company turned to Callvu to devise a secure payments system available to thousands of WFH agents.

Program Goals:

- Deliver industry-leading security for bill payments collected by WFH agents
- Provide a highly scalable solution across a massive distributed team of 40,000+ customer support representatives
- Fully integrate the solution with the company's account, payment gateway, and cCaaS systems
- Deliver an experience that can be mastered with minimal training hours

Highlights

<6 WKS

Dev and Deploy Time

100%

Payment Security

40,000+

Agents Trained in <1 Week

300K/MO

Customer Payments Processed

Solution

The client and Callvu closely collaborated to create a crisis team to ensure the fastest possible requirements development and deployment.

Callvu worked closely with the company's internal security organization to develop a system that masked sensitive personal financial information from agents, thereby delivering outstanding security protection for every interaction nationwide.

Callvu integrated the new experience with the company's existing third-party and homegrown data, and the digital workflow seamlessly aligned to the familiar payment tasks to eliminate agent confusion.

The system was deployed nationwide across 40,000+ agents in under one week, and Callvu was reengaged to develop additional digital self-service experiences.

Digital CX PAYMENT Example

Results

Working with Callvu accelerated development and implementation cycles by months.

Just five weeks after engaging with Callvu, the company's entire agent team could collect payments securely, even when working from home.

- 5.5-week development from conception to deployment
- Millions of payments were collected through the Callvu process in year one
- 40,000+ agents successfully trained in less than one week
- The system met the highest security requirements in the telecom industry