

One Hour Upgrade Saves Call Center IVR System

The call center company in question provides blended call center systems to financial, telecommunications and retail customers. Their Interactive Voice platform used to provide their call center services is based on the award winning VBVoice rapid application development IVR toolkit. In 2012, the call centers customers with growing applications and end user capacity began to report instability in their IVR application after many years of a stable IVR environment. Since customers rely on their IVR for accomplishing critical business services every day, it is essential that the IVR is up and running 24 hours a day, seven days a week. Experiencing IVR downtime is not acceptable for the company, its customers or their end users. Pronexus to the rescue! By upgrading to a newer version of VBVoice, Pronexus was able to fix all of the call center company's IVR system issues, with a simple product upgrade.

Problem:

The IVR applications that the company had in production were using an unsupported, legacy version of VBVoice. The IVR systems were experiencing intermittent software downtimes during peak dialing periods and when many concurrent calls were going on. This was causing significant disruptions in the IVR service because every time there was a crash the PBX and the server hosting the IVR had to be rebooted.

The Pronexus Support Team investigated the applications and immediately realized that the company was running a longer overdue, unsupported version of VBVoice. The optimum solution which would fix both the system downtime issues and all related scalability and bandwidth issues with the applications was to upgrade to the latest version of VBVoice. VBVoice 8 was launched on May 15th and remains FREE to download, for new customers and for existing customers. With no product cost, the company was able to update its system and benefit from the

stability and bandwidth of the powerful VBVoice solution. In fact, the company did consider an alternative solution to VBVoice to address the system issues, however ultimately decided rely on the success of VBVoice for their IVR applications.

Solution:

Upgrading from a legacy, unsupported version of VBVoice allowed the company to solve all their issues with the software instability and capacity issues. Sean White, Pronexus Support Manager guided the company through the upgrade that only took one hour.

The upgrade was successful due to prior testing and proof of concept with the help of the Pronexus Support team. This ensured there were no surprises and the upgrade went according to plan and had to only be performed once.

Result:

The company was able to upgrade their IVR solution with no problems with minimal downtime which is crucial to their business and end customers.



The upgrade fixed all the issues that the IVR was having. Since the upgrade the IVR solution has been active 24/7 and has not experienced any instability or capacity issues.

Concluding quote:

Gerry Dalum, Web Developer at the company concluded: "Sean White, Pronexus Support Manager, provided excellent support and was very knowledgeable about VBVoice and the upgrade process. The upgrade was very quick, only took an hour, and there were no errors or hiccups during the process. I was very pleased that there were absolutely unforeseen issues during the upgrading process and it worked the very first time through," continued Dalum. 