



Sarvatra integrates all its Merchant / Product line support using Wolken Enterprise Service Desk

Sarvatra Technologies Private Limited is India's premier, niche Cloud-based Switching solutions and Banking technology solutions provider. Sarvatra innovatively uses "Platform as a Service" (PaaS) model to drive Cost efficiencies and offer its Customers the best of the technologies that would otherwise be unaffordable for the small banks.

Sarvatra Technologies is a pioneer in developing payment solutions on NPCI platform. Its unique transactional banking solution on POS terminal to provides improved customer service in banking across geographies. The patented Sarvatra® Middleware makes it possible for a CBS to use a POS terminal as a frontend, allowing all type of transactions - financial and non-financial - for all types of accounts.

CASE STUDY



Customer

Sarvatra Technologies



Industry

Banking Technology
Cloud-based Switching



Deployment

Across all merchant and product lines



Solution

Wolken Enterprise Service Desk



Business Need

The Sarvatra Technologies team sought to increase responsiveness to incidents & customers through an innovative Web-based service desk system which would enable them to shift focus to core, value-added initiatives.

The solution desired was required to help the client's customer support team manage all bank-related issues and automate incoming calls from the Banks through Knowlarity to create ticket based on the IVR and Streaming API's.



Solution

The Wolken Enterprise served as an effective service desk solution for the client. It served as a cost-efficient, reliable, multichannel contact center platform for all the clients service support requirements. Implemented and supported by the Wolken Software team, the web-based Enterprise Service Desk solution supported Merchant (Product Lines) issues / Incidents across India. The solution also achieved seamless Integration with the Knowlarity cloud telephony application to provide:

- An integrated incident viewing and response dashboard – customer requests received by the Sarvatra support team through Knowlarity from any Merchant were displayed on the Wolken Enterprise dashboard (provided the Merchant phone number is available on Knowlarity)
- Ticketing Automation and tagging – Based on the IVR selection, tickets are automatically generated and tagged for the Merchant / Product Lines.



Benefits

The Wolken Software solution helped the Sarvatra team streamline their service support system to cater to all their Merchant / Product Lines. The transformation resulted in:

- Increased productivity
- Reduced costs and cycle times
- 100 analysts trained to use the system within one month to support all their Merchant / Product Lines, including 400+ Banks across India

The solution from Wolken Software improved Sarvatra's ability to maintain or gain competitive advantage in a deregulated marketplace.

