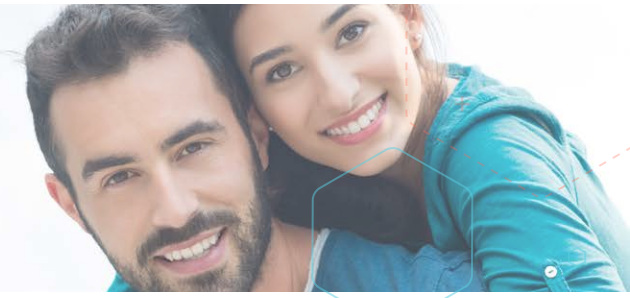


CreditKasa

CASE STUDY



Industry: Loan

Activity: Telesales,
Debt Collection

Country: Ukraine

Headquarters: Kiev, Ukraine

Challenges

- Lock down due to COVID-19
- System not supporting remote work

Solution

- Cloud-based platform enabling remote work
- Advanced call functions

Results

- Smooth remote operations
- Increased telesales efficiency

About us

VCC Live provides cloud-based call and contact center solution, supported by worldwide telecommunication services. Our comprehensive business solution is ideal for customer support, sales and debt collection multi-country operations. Know more: vcc.live/about-us

Switching to Remote Operations with Cloud-Based Contact Center Software

CreditKasa is among the top five microloan companies in Ukraine, handling financial projects in a wide variety of different markets and market segments. Its core competencies include risk management, personalization of work, and the improvement of the operational efficiency of processes.

Challenges

Most industries, including the loan market, have been severely affected by the COVID-19 pandemic. With customers across Europe and Asia, CreditKasa was no exception.

As the company offers the latest fintech technologies in order to make their clients' processes efficient, CreditKasa needed to react to the situation as fast as possible while ensuring it did not affect the quality of their services.

Solution – Move to the Cloud

In order to be able to continue with their operations, CreditKasa decided to switch to remote operations. With VCC Live's cloud-based software, the company managed to move to the Cloud in 2 days.

VCC Live helped the company make the most of the opportunities provided by a cloud environment, helping them set up the system without any downtime, and giving them the means to instantly switch to remote work as required.

CreditKasa also leverage VCC Live's advanced call functions, allowing them to maximize their telesales and telemarketing efficiency. One advanced feature, highlighted by the company, is voice mail detection that helps detecting when a call is answered by a machine.

Check what other customer support leaders are saying about us

Capterra

★★★★★
4.5/5

GetApp

★★★★★
4.65/5

Software Advice

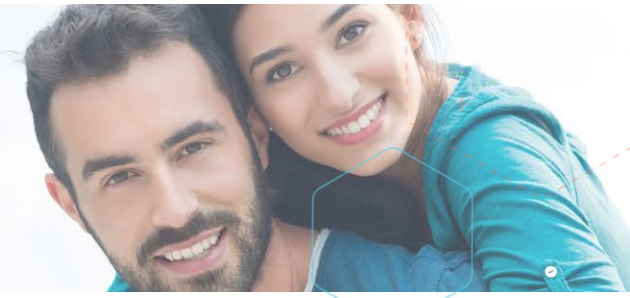
★★★★★
4.6/5

G2

★★★★★
4.7/5

Credit Kasa

CASE STUDY



Industry: Loan

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“VCC Live’s cloud-based infrastructure is brilliant for remote work. As a result of the lock down and governmental restrictions caused by COVID-19, we changed our business model to remote work and deployed the system in two days, without any downtime.”

Yurii Grachov, Chief Operating Officer – CreditKasa

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Results

Using VCC Live, CreditKasa managed to overcome their remote work-enabling challenges. Thanks to our flexible cloud infrastructure, the company was able to instantly switch to remote operations, thus mitigating the unpredictable business environment during the COVID-19 outbreak which was affecting their markets.

“We switched to remote operations and did not experience any issues since then. We managed to continue our operations and our efficiency is just as good as it was when we worked from the office.”

Yurii Grachov, Chief Operating Officer – CreditKasa



After starting to use VCC Live’s voice mail detection feature, the efficiency of the company’s telesales team has increased significantly. As Yurii Grachov added: the voice mail detection feature shows pretty good results in detecting calls that are answered by a machine. We are definitely satisfied with this feature.

Read other Customer Success Stories

Check how performance-driven companies around the world are using VCC Live to take their customer experience to a whole new level.

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