

Voice Messaging

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comitFS were engaged by a major financial institution to both refresh and upgrade their Voice Messaging services, which were approaching end-of-life.

The business was actively sending and managing a Voice Messaging process, but were limited by a lack of real-time analytics into the uptake of messages distributed. Additionally, the business was finding it more and more necessary to remain on the call whilst the message was played, in order to reengage with the client at the end of the message. This was stifling some of the system's productivity gains.

As the incumbent technology neared end-of-life, comitFS faced the challenge of working with the customer's internal resources to implement a leading-edge solution, while at the same time seamlessly migrating users and enhancing the delivery services available.

This process was managed through a tight engagement between the comitFS Professional Service team and the customer's internal development team. As a result, the solution implemented by comitFS delivered an even richer API for the Voice Messaging service while meeting the client business teams' requirements.

The CAS suite's modular nature enabled comitFS to streamline the engagement: delivering sophisticated and flexible solutions, well ahead of schedule, to changes that were perceived to be complex and cumbersome. comitFS continues to actively work with the client to challenge the status quo - not only across the incumbent technology stack, but also in terms of the applications and services being provided by comitFS.

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