

ENHANCING CALL CENTER OPERATIONS WITH SCALABLE CONNECTIVITY

CHALLENGE

A leading Central American credit and collections firm needed to transform its call center operations to support a hybrid workforce of 1,000 agents. The organization required a telephony infrastructure capable of handling high volumes of inbound and outbound calls while enabling both remote and in-office work – without compromising stability or voice quality.

SOLUTION

Foundation Engine (Infrastructure & Connectivity)

Claro El Salvador implemented SIP Trunking and dedicated Internet Links, deploying an IP-based telephony solution designed for scale and reliability. The new architecture enabled the call center to efficiently manage large call volumes while supporting both remote and on-site agents. Dedicated internet access ensured guaranteed bandwidth for critical communications, minimizing downtime and maintaining high voice quality. This scalable, resilient infrastructure provided the foundation needed to support the hybrid work model and ensure ongoing business continuity.

RESULTS

- **Greater Efficiency & Cost Savings:** Calls transitioned from traditional phone lines to internet-based connectivity, significantly reducing telecommunications costs.
- **Scalable Capacity:** The company increased its simultaneous call capacity and can easily expand bandwidth as demand grows.
- **Improved Flexibility:** The solution supports multiple devices and platforms, enabling seamless integration with existing systems.
- **Enhanced Voice Quality:** VoIP technology delivered clearer, more reliable call experiences.
- **Business Continuity:** Reliable infrastructure ensured uninterrupted operations and protected revenue opportunities.

WHY CLARO

Claro delivered a reliable, scalable communications foundation tailored to the client's operational needs. With deep expertise in connectivity and hybrid workforce enablement, Claro provided seamless implementation, guaranteed performance, and ongoing support. The result was a cost-effective, future-ready solution backed by a trusted long-term partner.