

Through IsMyConnect, Frialsa's corporate staff enjoys a comprehensive telephony service on its Office 365 licensing, Microsoft Teams.

COMPANY PROFILE

Frialsa is a leader in integrated cold chain logistics solutions with presence in Mexico, Latin America and strategic alliances in North America.

Thanks to its large infrastructure, Frialsa is distinguished for being experts in the operation, storage logistics and distribution of fresh, refrigerated and frozen food and beverages. Recognized in the industry for guaranteeing an efficient cold chain.

PREVIOUS SITUATION

Frialsa had no control or visibility of what was happening with calls from potential customers and suppliers. There was little measurement of telephone service without knowing where the "bottlenecks" were. They did not have a controlled history of who was calling them or a measurement of Frialsa's internal communication.



SOLUTION



After an exhaustive process of analyzing providers, Frialsa opted for CallMyWay's service. It decided to opt for CallMyWay's IsMyConnect because of all the end-to-end metrics and reports it offers for call traceability.

In addition, it took advantage of one of the features of the service, which is to integrate IsMyConnect Teams and IsMyConnect SIP users in the same platform. For the latter, Frialsa's existing telephone devices were integrated, which resulted in the protection of the investment previously made.

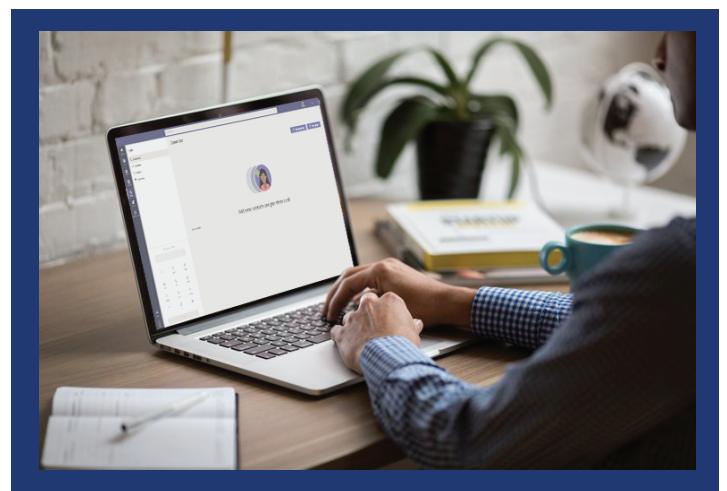
BENEFITS

Continuous Improvement Online reporting and SLA:

With the recent implementation of the Frialsa service, they especially appreciate the availability of online reports that allow them to monitor all incoming and outgoing calls. They now have a clearer picture of their bottleneck and their average ringing SLA. With IsMyConnect, Frialsa is able to make adjustments to their IVR, customer care and customer service for continuous improvement.

In the words of MBA Angélica Carrillo - ICT, Frialsa:

"After IsMyConnect Service was fully deployed, we feel comfortable with the solution. The project implementation was intuitive and transparent, there was no service impact at all during the platform and service migration."



✉ sales@callmyway.com

☎ +1 305 644 5535
+5255 4170-8422
+506 4000-4000

🌐 www.callmyway.com