

Client Profile

Organization :
Myntra
Location :
Gurgaon*
Industry Segment :
Enterprise

Goal/Purpose of the new deployment

Installation of communication system at Head Office, configuration of extensions and other features like IVRS, Voice mail, Voice mail to email, Voice Logger, ACD. Configuration of PRI Gateway (4 Ports) for incoming and outgoing calls

Product Used



- Grandstream IP PBx
- Grandstream Gigabit IP phones
- Digium PRI Gateway
- Grandstream Audio Conference Bridge

CASE STUDY

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CASE STUDY

About Myntra

Myntra is a one stop shop for all fashion and lifestyle needs. Being India's largest e-commerce store for fashion and lifestyle products, Myntra aims at providing a hassle free and enjoyable shopping experience to shoppers across the country with the widest range of brands and products on its portal.

Customer Requirement

- ✓ Inter office communication , Audio Conference with all branches, Their customers (existing and prospective) can reach to Myntra executive by dialing their pilot number.
- ✓ They wanted all calls to be recorded for quality and training purpose.
- ✓ At the end of day, they wanted call details also (details of all incoming and outgoing calls)

Solution Offered

We have installed Grandstream 6510 with Digium PRI Gateway (4 Ports), at the extensions we have given all executive phones (gigabit) with colour display, which has HD quality voice. For conference we have given Grandstream GAC 2500 (7 Party audio conference bridge with 360 DEGREE HD Quality mike and speaker.

With our Solution customer has got following advantages..

- IVRS- Call can easily handled/ routed to respective department.
- Voice mail- Caller can leave voice mail to the called person and voice mail can be forwarded to email of that person immediately.
- Call recording – They can record all incoming / outgoing calls for quality and training purpose.
- Audio Conference- Grandstream UCM 6510 has 64 party conference, which gives them to do conference with branches.

Competition Faced

They have considered products from many other manufactures some of them are Avaya, Alcatel and NEC

About Cohesive Technologies

Cohesive Technologies is a Global Telecom Solution Provider on VoIP and IP Platform As well a leading Integrator and Solution Provider with the Best Innovative IP Solutions which adds value to Customers through a combination of different high end technologies for a true Converged Solution.

Working with Technology Partners like CyberData, Grandstream, Epygi, Digium, Milesight, & Yeastar helped us delivering state-of-the-art-technology Products to Premise and Cloud based requirements for various companies that span across multiple segments.

*Multiple Locations - Mumbai, Pune, Ahmedabad, Vadodara, Bengaluru, Chennai, Kolkata, Jaipur, Delhi and Gurgaon