

बचतका दुई गुणा तपाईंलाई
वैकल्पिक उर्जा र विकास राष्ट्रलाई



DOUBLE YOUR DEPOSIT

IN 7 AND A HALF YEARS.
MINIMUM BALANCE NPR 2020



Client Profile

Organization:
Nepal Investment Bank

Location:
Nepal

Industry Segment:
Government

CASE STUDY

About Nepal Investment Bank Limited (NIBL)

Nepal Investment Bank Ltd. (NIBL), previously Nepal Indosuez Bank Ltd., was established in 1986 as a joint venture between Nepalese and French partners. The French partner (holding 50% of the capital of NIBL) was Credit Agricole Indosuez, a subsidiary of one of the largest banking group in the world.

Later, in 2002 a group of Nepalese companies comprising of bankers, professionals, industrialists and businessmen acquired the 50% shareholding of Credit Agricole Indosuez in Nepal Indosuez Bank Ltd., and accordingly the name of the Bank also changed to Nepal Investment Bank Ltd.

Customer Requirement

- There are 10 help desk executives.
- Call should land to IVRS, followed by agent as per ACD.
- In case all executive are busy, call should land to Supervisor, if supervisor is busy then call should land to voice mail, and same voice mail should be forwarded to defined email id.
- All conversation should be recorded.

Solution Offered

It allows business to unify multiple communication technologies, such as voice, video calling, data tools, mobility options, and facility access management. It can be accessed remotely from anywhere. UCM6200 series does not include any licensing fees, cost per-feature, or recurring fees.

- IVRS • Voice Mail • Voice mail to Email • Voice Logger Connectivity • 4 Analog Trunk

Challenges Faced

Yes, NEC Providers are also considered but our flexibility & reporting of ACD made us win the deal.

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, Sangoma, Milesight, Wi-Tek & Yeastar** helped us delivering state-of-the-art-technology Products to Premise and Cloud based requirements for various companies that span across multiple segments.



Product Used



- Grandstream UCM6200 Series