

A background image of a modern office with large windows overlooking a city skyline. Several employees are seated at desks with multiple computer monitors, working. A red double-headed arrow is overlaid on the image, pointing towards the right side of the page.

From Contact Center to Back Office: Communications Designed for Continuity

Overview

A leading financial services organization in India needed to modernize its contact center and enterprise communications across distributed service locations. Black Box designed a two-phase upgrade that connected customer calls, agent workflows, reporting, and compliance recording, while expanding calling services for more than 2,000 back-office users. The architecture built on existing systems and added separate environments to support disaster recovery.

Challenges

The organization needed to update its contact center without replacing every part of its communications infrastructure. Its teams required customized call flows for 200 agents, integration with an on-premises ticketing application, reporting, and compliance recording. The back office also needed enterprise calling, voicemail, and better tools for operators handling incoming calls.

Because the services spanned locations across India, the design had to account for continuity and disaster recovery. Migration planning needed to limit downtime while coordinating requirements and decisions among customer stakeholders and the project team.

AT A GLANCE

CHALLENGES

- Modernize a distributed contact center and calling environment
- Connect call flows with ticketing, reporting, and recording
- Support business continuity and limit migration disruption

SOLUTIONS

- Two-phase communications and contact center upgrade
- 200 agent seats with customized call flows
- Calling services for more than 2,000 back-office users
- Ticketing integration, reporting, and compliance recording
- Distributed communications cluster and duplicate contact center setups

RESULTS

- 200-seat contact center and calling environment for 2,000+ back-office users
- Two identical contact center setups for disaster recovery
- Project team reported a seamless migration

BENEFITS

- Existing systems retained as the organization added new capabilities
- More connected agent and operator workflows
- Improved operational visibility and continuity planning



Solutions

Black Box delivered the solution in two phases. Phase one established a Cisco Unified Communications Manager platform and a Cisco Unified Contact Center Express environment with 200 premium agent seats. The team developed customized call flow scripts, integrated the contact center with the organization's on-premises ticketing application, and added a dedicated reporting platform and compliance call recording. Telephony routers connected PSTN, ISDN PRI, and SIP services.

Phase two expanded the communications platform for more than 2,000 back-office users. It added an auto attendant, voicemail, and an advanced attendant console to help operators distribute incoming calls. A distributed communications cluster supported continuity, while two separate, identical contact center setups supported disaster recovery. Black Box held weekly stakeholder reviews, followed project management practices, and planned the migration to minimize downtime.

Results

The organization gained an updated 200-seat contact center and a communications environment designed for more than 2,000 back-office users. Customized call flows and ticketing integration brought calls and service workflows together. Reporting and compliance recording gave teams tools for operational oversight, while the distributed cluster and duplicate contact center setups provided a stronger continuity foundation.

The project team reported a seamless migration and customer satisfaction following coordinated reviews and careful deployment planning.

Why Black Box?

Black Box combined communications design, contact center configuration, custom application development, third-party integration, and phased deployment in one project. Weekly reviews with the customer and other stakeholders helped the team address requirements throughout delivery. Careful planning and project management supported the migration.