

KLEARCOM ENSURES UNITED WORLD TELECOM'S GLOBAL TOLL-FREE NUMBERS RUN SMOOTHLY

BACKGROUND

United World Telecom specializes in providing **local and toll-free numbers across the world**. As the company grew, it faced challenges in testing its toll-free numbers and ensuring the quality of service across multiple global regions. This was especially critical given the scale of its operations and the **24/7 support needed** to serve customers in different time zones.

CHALLENGE

As the company expanded, it encountered issues with traditional manual testing methods, which were time-consuming and inefficient.



These methods included reaching out to local agents to dial numbers and **manually verify** their functionality, which was a slow and often error-prone process.

Additionally, the company **required real-time assurance** that all numbers, including local and toll-free, were operational. With a diverse range of partners and networks, it was difficult to ensure that all numbers were tested accurately and quickly, particularly as testing needed to be conducted across different time zones.



SOLUTION

United World Telecom turned to Klearcom's automated testing platform to help streamline their processes and ensure faster, more accurate testing of numbers across the globe. Klearcom's solution allowed United World Telecom to **test numbers on-demand and in 100+ countries** on a schedule, enabling them to quickly verify the functionality of toll-free numbers in real-time, without having to wait for agents in distant locations.

Klearcom's platform provided a comprehensive solution for testing connectivity, quality, and IVR functionality, allowing United World Telecom to maintain high standards of service for its customers. The flexibility of Klearcom's platform was key in enabling United World Telecom to **test different networks in specific regions**, which was crucial for ensuring seamless performance across different global regions.



It's been a game changer for us because we can test numbers on the fly and show customers that their numbers are working immediately.

ALAIN RODRIGUEZ

Senior Technical Support Manager
United World Telecom



IMPLEMENTATION

The implementation of Klearcom's testing platform was seamless and quick. United World Telecom's technical team received **dedicated support** from Klearcom's Client Operations team, who helped them navigate the setup process and ensured that all specific requirements were met. The ability to **test on-demand and the option to schedule regular tests** enabled the team to proactively monitor the quality of service and address any issues before they affected customers.

The **real-time reporting features** provided United World Telecom with detailed insights into call quality, network performance, and the functionality of IVR systems. These insights not only helped improve service quality but also allowed for **immediate action if issues arose**, ensuring that the company could maintain its commitment to global, **round-the-clock customer support**.



AT A GLANCE



Ability to test numbers on the fly to ensure they are working.



Toll-Free Numbers optimized with local number and IVR validation in 100+ countries.



340+ Carriers available for local testing globally, both fixed line and mobile capability.

IMPACT

Klearcom **eliminated the need for manual intervention**, reducing response times and improving overall operational efficiency. United World Telecom was able to scale its operations without compromising on the quality of its services.

The testing capabilities enabled the company to provide **real-time assurance** to its customers, increasing customer satisfaction and trust. Klearcom's solution also provided United World Telecom with the ability to test different networks and number types globally, offering a more granular and precise approach to service validation.

CONCLUSION

Klearcom's automated number testing solution has been a game changer for United World Telecom. By **eliminating manual testing methods and providing real-time insights**, Klearcom helped the company streamline its operations and deliver better service to its global customers. The partnership has allowed United World Telecom to remain agile, responsive, and efficient as they continue to grow and expand their global footprint.

This collaboration highlights how leveraging the right technology can improve operational efficiency, enhance customer satisfaction, and ultimately drive business growth. United World Telecom's experience with Klearcom demonstrates the power of innovative solutions in optimizing telecom services across the globe.



Klearcom's automated testing eliminated delays, providing real-time, accurate testing and enabling immediate issue resolution.

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