

The Philippines' Leading Direct Selling Company Transforms Call Center Management with Yeastar



Personal Collection
Direct Selling Inc.



HQ:
Philippines



Employee:
1,000+



Branch:
450+



Website:
personalcollection.com.ph



Background

Personal Collection Direct Selling, Inc. (PCDSI or PC) is a leading direct selling company in the Philippines. With 450+ branches and a vast network of active dealers, it provides quality products and livelihood opportunities to thousands of Filipinos nationwide.

Challenges

- PCDSI was facing significant challenges in call center management.

Agents were providing customer service using personal numbers and phones, which not only gave customers an unprofessional impression and posed a risk of potential data breaches but also made **it impossible to track call volumes and evaluate agent performance accurately.**

PCDSI saw the urgent need to adopt professional call center software in order to resolve this issue and avoid losing clients and broader business opportunities.

Solution

With a thorough evaluation, PCDSI opted for Yeastar as their communication solution provider and installed the **P-Series Cloud Edition**. The decision was driven by the P-Series' exceptional **flexibility** and **robust features**, which meet the company's evolving communication needs.

Feature Highlights



Call Center Console



Call Reports



Queue Call Logs



Third-party Integrations



Results and Benefits

✓ Powerful call center tools

With the help of Call Monitoring, Queue Panel, Call Reports, call center managers can keep track of agent performance and ensure all customer interactions are handled with the utmost professionalism. Moreover, PCDSI also integrates Yeastar with CRM tools and provides a unified platform for remote agents.

✓ Easy user experience

PCDSI now sets up a business hotline and creates separate call queues to handle customer inquiries more professionally. They appreciate the easy user experience as the entire call center solution has been integrated into one interface.

✓ A solution that exceeds expectation

Yeastar P-Series has been a **game-changer** for PCDSI, not only increasing their call center's service efficiency but also significantly improving their communication efficiency thanks to the robust features, easy scalability, and ease of use. Even during peak call hours, the system remains stable.