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**BHARAT SANCHAR NIGAM LTD.**

Bharat Sanchar Nigam Limited, popularly referred to as BSNL is the seventh largest telecommunications services provider in the world and the largest in India. Formed by the corporatization of the Department of Telecom (DoT) in October 2000, BSNL offers the whole range of telecommunication services, landline connections, broadband and internet services, GSM & CDMA cellular services, carrier services, MPLS-VPN connections, and VSAT and VoIP services across the length and breadth of India. BSNL is the pioneer of telecommunications services in India and enjoys the status of a Mini-Ratna company owned by the Government of India.

## Services & Solutions Delivered

### InterAct

Our proprietary interactive voice response solution complete with the necessary language selector customization to provide the first touch point to users of BSNL's services in Andhra Pradesh.

## Value Creation By Nexus

- 1 The successful implementation of the InterAct solution at BSNL Hyderabad has provided the users of their services in the Andhra Pradesh telecom circle with an easy and convenient means of interacting with the company to avail information or services that they may require.
- 2 The language selector option allows the customers of BSNL to interact with the company in a language that is suitable for their comprehension and this ensures accurate service delivery in each and every instance.

## Key Client Information

### Bharat Sanchar Nigam Limited

Head Office	New Delhi
Industry	Telecommunications
Vertical:	Fixed LL, Cellular, Broadband
Website	www.bsnl.co.in
Coverage	Andhra Pradesh
Business Location	Hyderabad
Technical Support	Remote & Onsite