



Client:

Undisclosed

Technology Platform

1. DotNet 3.5 with Asp.Net and C#
2. SQL Server 2005
3. DotNet windows Services



Challenges

- *Integration of JSON API with Blackberry widget SDK.*
- *Call Tracking from Application.*
- *Calling from Application.*



Solution

- *Call Centre Application*
- *Call Centre tickets are posted, inspector accesses the tickets.*
- *Inspector can start, post issues and schedule calls with customers and complete task from the application.*



Results

- *Etisbew took up the challenges involved in this project, and gave optimum results, having the Call Centre tickets automated using Blackberry device*