

UBN PROJECT CASE STUDY



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Client Profile

- A reputed American firm that offers interaction call recording software.
- Serves worldwide customers for 20 years.
- Boasts an annual client retention rate of over 98%.
- Renowned to offer digital call recording since the early 1990s.

At-a-Glance

Industry: **Telecomm Inbound/Outbound Calls Audio & Screen Capturing**

Core Solution Area : **Web based CRM application**

Client's Location: **USA**

Key Project Challenges

Business Objectives:

- ☐ CAPTURE – Audio and Screen Recording.
- ☐ PROTECT – Regulatory Compliance and Security.
- ☐ EVALUATE – Performance Quality Management.
- ☐ MANAGE – Workforce Management.

Statistics & Numbers:

- ☐ Project Duration – 3 months
- ☐ Delivery Model – Time & Material
- ☐ Team Size – 7
- ☐ Engagement Model – Hybrid
- ☐ Language – Apex, JAVA

The client has always been front-runner in offering quality interaction call recording services to clients. The key business benefits is a open and modular product architecture to cloud-based and on-premises delivery to flexible commercial clients.

The objectives:

- ☐ App Development using .NET framework 4.5 with MVC 4.
- ☐ Developing the Check-in/Check-out code.
- ☐ Maintaining version control through TFS.

Solution to the Challenges

Key Business Benefits :

- ✓ Improved Audio and Screen Recording Capture.
- ✓ Better Regulatory Compliance and Security.
- ✓ Hassle free Workforce Management.
- ✓ Detailed Speech Recognition and Analytics

Statistics & Numbers:

- ☐ Framework - MVC 2
- ☐ Front End - Visual Force, HTML, CSS
- ☐ App Server - Salesforce.com
- ☐ Database - Sql Server
- ☐ Platforms - Force.com

- Developing a Creative Brief/Concept
- Testing of Requirements & Applications
- Study of Functionality and Requirements
- Operations and Business Process Design
- Generating Project Plan: Mission, Objectives, Targeted Users, Scope, Budget.
- Kick off Meeting to Review Functional and Technical Specifications
- Infrastructure Configuration
- Functional/Technical/Operational Feasibility Study
- Technical Specifications Signoff
- Application Coding
- Presentation/Page Layout Design
- Data Storage and Access Design
- Web Service Design
- Page Communication/Relationship

Feasibility

Key Technology Benefits :

- ✓ Expertise in ASP. Net with .NET framework 4.5, MVC 4, JQuery, Json and TFS.
- ✓ benefits of Microsoft framework like Security, performance, language interoperability
- ✓ Simplified Development efforts and Easy application deployment and Maintenance.

Achievement:

Successful deployment of various modules like Reliability settings UI, Base Workflow and Tenant server UI to production server.

The solution was feasible as we had experienced resources having similar experience in high quality web development which can handle millions of incoming requests at a time. The application can run in any web farm or web garden using load balancers with highest security and performance. The following items were undertaken as part of our methodology:

- Initial Planning – Studying the Used Cases
- Define Requirements – Detail study of Used Cases
- High Level Planning – Preparing high level design from the used cases / our requirement study
- Development & Implementation – Development Phase includes coding, unit testing, peer review, bug tracking & resolving
- Initial Testing – Post development phase where we deploy the application for a complete system testing
- Development & Implementation – Further development including fixes for all the reported bugs & changes.
- Client Testing – Final deployment for a Client Testing / UAT / Alpha Testing



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