

Fast Facts

Customer

Nexus Techno Solutions Pvt. Ltd.

Product

Call Confine
Voice logging CTI application

Division

Software Product Engineering

Platform & Technology

- Microsoft Platform
- Windows & Web Applications
- Remoting, Web Services, Windows Services

Objectives

- Feature rich product
- Easy to deploy and configure
- Scalable to record on analog, digital and VOIP lines

Summary

- Flagship product offering by Nexus
- Call Confine is the one of the major contributors to the company turnover

Executive Summary

Call Confine is a voice logging / call recording product offering from Nexus Techno Solutions Pvt. Ltd. The organization is a CTI and Software development company focused on the application development and marketing of Computer Telephony Integration (CTI) products using proprietary strengths in latest technologies. To capture a larger market share and improve operational efficiency the management within Nexus identified the need of creating a feature intensive, off-the-shelf product that appeals to a global audience. In the growing telecommunication industry, they were certain that Call Confine would play a major role in the company's positioning in the CTI solutions space.

Today, the company's flagship product is Call Confine with installations across the globe and a leader in voice logging. A major contributor to the company's turnover, the product has delivered above expectations.

Solution

The Product Engineering division at Celusion Technologies conducted a detailed interview of the various stakeholders, studied the existing product, performed a competitor analysis and produced a feature list and software architecture that met the requirements. The team at Celusion also managed the project to ensure timely completion and chartered a process for deployment and licensing.

The solution involved creating an engine to process voice files, a desktop application to manage voice calls, a dashboard for the system administrator to monitor the activity of recording devices and a synchronization module to make the voice files available in a central location. The solution was developed using the .NET 1.1 framework embracing new technologies like remoting, web services and windows services.

The primary objectives met were:

- Feature rich product
- Easy to deploy and configure
- Scalability ensured by incorporating analog, digital and VOIP recording

Customer Profile

Nexus Techno Solutions Pvt. Ltd. is a CTI and Software development company focused on the application development and marketing of Computer Telephony Integration (CTI) products using proprietary strengths in latest technologies.