

CASE STUDY

Development of National Contact Directory with VoIP Integration

Company Description

The client, a Massachusetts based startup, wanted to develop a new national directory of addresses, telephone numbers and contact information built through networking of its members. It is the first directory that is user edited. Users can register with the web site and either claim one or more existing listings or create one or more new listings that they now own in the directory.

Project Objective

To design and develop an online searchable public directory with listings that contains information of both individuals and businesses. Develop and deliver APIs for VOIP, SMS, FAX, WEATHER services and Payment integration.

Customer Challenges

The current system allowed the users only to view their contacts listing and has no integration to contact them via telephone or SMS.

Trigent's Solution

Trigent developed a fully object oriented API to provide the following facilities to their customers for better communication

- Two Party Call
- Conference Call
- Send SMS
- Send FAX
- Voice Recording
- Voice Broadcasting
- Phone number verification

Trigent utilized emerging Open source PBX Server - Asterisk to implement VOIP solutions. The solution also integrated with Authorize.net payment gateway.

Client Benefits

- Usability - Click through time and effort was reduced substantially
- Over 600 concurrent users could generate reports easily with a 80% faster response time
- Support for ad-hoc user generated report generation
- Easy scheduling of notifications and desired reports
- Reporting and decision making on project costs and progress was made easier and faster

Client

A Massachusetts based startup, that provides a national directory of addresses, telephone numbers built through networking of its members.

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Technology

- ✓ PHP 5
- ✓ MSSQL Server 2000
- ✓ Asterix - Open source PBX
- ✓ Web Services
- ✓ AJAX, Javascript, CSS

Benefits

- ✓ Seamless connectivity using the VoIP features of the application
- ✓ Happy customers

CASE STUDY

- ❑ Improved performance for dynamic generation of huge reports
- ❑ Provided graphical on-line interactive reports with drill down functionality
- ❑ Supported creation of templates and generation of template based Letters/reports
- ❑ Supported multiple report formats and allowed addition of new formats with minimal code changes
- ❑ Provided flexible licensing option based on feature list and number of users

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