TECHNOLOGY INTEGRATION DEVELOPMENT

Our software development capabilities for integrating contact centres and hosted platforms with underlying CRMs and other platforms

Overview

Two-thirds of businesses feel CRM integration is a key enabler to enhancing customer experience and retention. If you need integration for your UCaaS/CCaaS project, the chances are you require specialist skills to make it happen.

A major issue with many CCaaS/UCaaS deployments is when there is no off-the-shelf integration available for connecting with the end customer's choice of third-party platforms (e.g. CRMs).

STW can provide the necessary expertise to deliver a full integration, working closely with the third-party platforms where it is possible to do so to enable capabilities such as screen popping, linking call recording platforms, etc.

Service Delivery

We can offer this service in two ways:

1. Utilising the existing APIs
2. Developing and providing the necessary middleware to allow the two systems to speak to each other seamlessly.

Development Environment → Staging → Testing/QA → Production

Context

STW's TECHNOLOGY INTEGRATION DEVELOPMENT can be utilised as part of our wraparound deployment package for CCaaS/UCaaS projects or smartsourced as a stand-alone solution.

Integration development should typically be commissioned at the outset of a CCaaS/UCaaS project as part of the project setup and discovery phase. Assuming the integration is technically feasible, it can then be delivered and tested as part of the project implementation, ahead of customer onboarding, training and go-live.

For optimum results, STW can manage TECHNOLOGY INTEGRATION DEVELOPMENT as part of a complete CCaaS/UCaaS project delivery.

Features

- In-house, onshore software development capability
- Feasibility assessment and mapping of required software elements
- Utilisation of REST APIs where available
- Creation of middleware/microservice when REST APIs are not available
- Fully tested solution

Benefits

- Successfully convert otherwise impossible CC and UC project implementations
- Accelerate project completions
- Gain a competitive edge with the ability to provide solutions that others cannot
- Seamlessly delivered as part of the overall build and deployment by STW