

WebRTC based Prospect Interaction Tool



BUSINESS REQUIREMENTS



Develop a WebRTC Prospect Interaction tool capable for integrated voice, video, chat and screen sharing



Primary focus on Product Development teams, Sales teams, consultants, HR organizations, Recruiters, Real Estate Agents and Remote Workers



Aims at reducing travel costs and engage more thus improving the conversion from prospect to customer



OUR SOLUTIONS



Complete end to end ownership on development, integration of the Ten Hands platform API on the Agent side, integration with CRM



Wireframes, UX, Frontend development with dynamic UI and animation.



Platform plugin integrations, Application integration, Multi-browser – multi-version testing



TOOLS/ TECHNOLOGIES



WebRTC, HTML5, Angular JS, JQuery, AJAX, OOPS and REST services



WireShark, Google developer tool



Chrome (All Versions) And Firefox (All Versions)



BUSINESS IMPACT



Customer could launch the first version of the product in very short time.

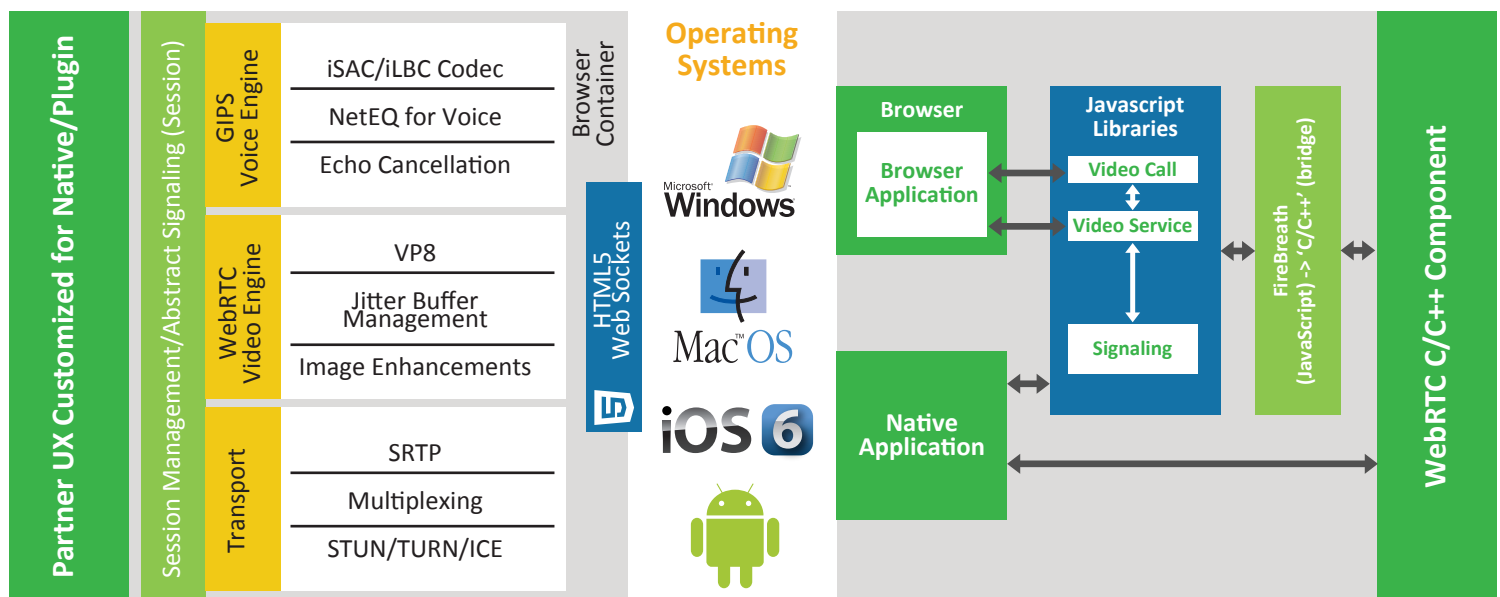


The platform added further enhancements like ACD, Agent Customizations, and Social Media integration in version 2.



Reduced travel cost and increased customer engagement

Solution Overview



About Happiest Minds Technologies

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India; Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.

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