



## IMPERATIVES FOR CREATING A CONSISTENT CROSS-CHANNEL CUSTOMER EXPERIENCE



Transitioning from multi-channel to omni-channel customer engagement.

Making self-service the new normal.

Always-on accessibility from anywhere, anytime.

Software-defined infrastructure for customer engagement.

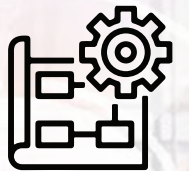
Cloud based CCaaS Solutions

## Creating personalized and Engaging Customer Experiences for Enterprises through Digital Transformation.



### CONSULTING

Requirement Analysis, GAP Analysis, RFP Generation, Vendor Evaluation Process, Solution Blueprint, Technology Audit, Process Audit, Project Management



### IMPLEMENTATION

Architecture & Design, Technology Implementation, Application Development & Customization, Host Application Integration, Operational Training



### TELECARE

Technology Support, Application Support, Managed Services



# Rich Product Portfolio. Deep Business Impact.



1	2	3
Genesys	CCAI	Fortinet
Knovuu	ChatGPT	Juniper
AWS	SocieTA	Cisco
Avaya		Microsoft
Verint		

## Proficiency in Integration to Enterprise Systems

### DATABASE INSTANCES

RDBMS –MS SQL,  
Oracle,  
Postgres, MySQL  
NoSQL –MongoDB  
IMDB –Redis

### CUSTOMIZED APPS

Multilingual Inbound /  
Outbound IVR  
Multilingual Agent  
Desktop  
Custom Applications for  
CC Oprtn Automation  
Custom MW to interface  
heterogeneous CC  
platforms

### SECURITY METHODS

SW based –AES, MD5,  
SHA, DES/TDES, Blowfish etc.  
HW based –Host Security Module (HSM)  
Mixed –RFA Key & OTP  
Others –Custom Algorithm

### COMPUTER TELEPHONY

Standards – TSAPI, TAPI,  
JTAPI, CSTA  
Avaya Proprietary – XML,  
Web Services, DMCC

### HOST & BUSINESS APPS

Core Banking & Card Mgmt.  
Billing, Provisioning & Directory enquiry  
Hospitality Management System  
Insurance, CRM & Utility Mgmt.platforms

### INTEGRATION METHODS

Webservices (REST & SOAP)  
XML, HTTP, RPC  
API (COM, .Net, JNDI etc.)  
Messaging (JMS, EMS, MQ)  
MLI, Screen Scraping (3270/5250)

### MIDDLEWARE

MQ , IBM Websphere  
Oracle Weblogic, Tuxedo  
TIBCO Rendezvous, Sybase  
ATM Switch & Custom Middleware

### TELEPHONY

Signaling –ISDN PRI, SS7,SIGTRAN  
Physical –STM1, Ethernet  
Protocols –SIP, H.323,  
TDM, H.242 (Video) and WebRTC

## About TeleApps



TeleApps is a leading service and solutions provider that helps define and deliver a consistently wow experience along the entire width of the customer experience journey.

TeleApps products and services aim to resolve issues, monitor performance with operational & customer insights derived from analytics & empower businesses to grow and succeed.

**Connect with us & let us help you create, innovate & manage your customer experience.**

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~ North America