

# Success Cases

## SMART INTEGRATIONS

Develop a **web softphone application designed to work within a 3rd party CRM**. Among the different features, it can receive customer interactions ranging from messages (sms, chat, voice) to emails. The application is also able to integrate seamlessly within the CRM interface. Features Overview:

- Answer / Make calls
- Accept chat
- Transfer to a service
- Retrieval of data from CRM

## Tools



## Customer

Unified Communications  
Fortune 500 Company

## Tech Group

Cloud & DevOps  
Microservices