

## Innovative telephony software development, maintenance and support



### Telephony, CRM Integrations

CTI delivers significant benefits to businesses – improving customer service, optimum work force management, call recording and reducing telephony costs. MCL has successfully implemented the following telephony integrations

- Avaya TSAPI, single step conferencing, and multiple registrations
- Aspect CMI
- Genesys Active and Passive Call recording
- Mitel
- Tadiran
- Cisco Built In Bridge
- Salesforce, Artiva, CSS CRMs

### Speech Recognition, TTS, PCI compliance

MCL has experience with the following speech engines

- Google
- Microsoft
- AT&T Watson
- Avaya Aurix

Applications include automatic speaker recognition, PCI compliance by recognizing sensitive speech and masking, speech IVR with ASR and TTS

### Call Recording and AudioCodes API

MCL has been working with the AudioCodes API for both TDM and VOIP Call Recording. The TDM call recording can be either trunk or station side recording. VOIP call recording is normally done station side using mirrored packets although trunk side on trunks has also been implemented by MCL.

### Screen Capture and timestamp synchronized Muxing of Audio and Video Streams

An important part of a call center quality assurance and training requires continuous monitoring of agent screen blended with audio. MCL has successfully developed applications muxing and streaming live audio and video streams

### Packet Decoding Call recording

MCL has experience on decoding unencrypted VOIP protocol packets and recording media packets

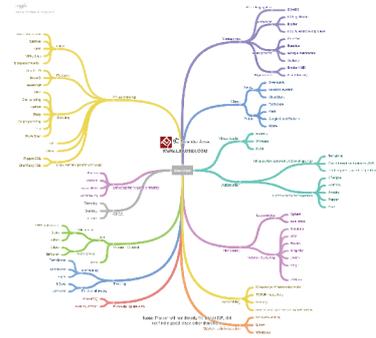
- Sip, Skinny and H.323 protocols
- G.711, G.729 Media Codecs

### Work-Force Management

Optimized scheduling of work force, telephony integrations for optimum staff strength, active directory integrations provide details of agent performance and productivity leading to greater customer satisfaction



## Innovative development, maintenance and 24x7 support



### Desktop, Web, Mobile Application Development and Maintenance .Net / Java / C / C++ / Android

MCL has successfully provided several innovative solutions incorporating the following technologies

- REST Web API Server and Consumer
- Responsive MVC Web Applications
- Enterprise Desktop .Net applications
- Android Apps



### Reports Development and Business Intelligence

MCL has implemented data analytics for large corporations providing FACT based business intelligence to provide tools for greater insight to enterprise functioning.

- Sql Server Reporting Services
- SAP Crystal Reports
- Jasper Reports and iReports

Above image is a sample report developed for an European client on SSRS

### DevOps and System Administration

MCL has wide experience on system and network administration and maintenance – Windows and Linux Servers, Cloud DevOps and automation

- Firewalls, Routers, Load Balancers Configuration
- Database Maintenance, Replication and Optimization
- Network Configuration and Maintenance
- Scripting
- AWS, Google Cloud, Azure

### Patents and IP Technical Services

MCL has analyzed over 5000 intellectual property assets and providing valuations based on the following criteria

- Is the technology in wide use or is it niche
- Is the technology antiquated, burgeoning or future use
- How well is the asset written
- Products potentially infringing on the asset

### IOT- Alexa, Google Home, IFTTT Integrations

MCL has developed IoT devices for smart home applications For details on our IOT products and services

Visit : <https://www.pineappleiot.com>