



## About the Client

A large customer care company, the client focuses on offering high quality customer management solutions.

## Dockable Desktop Ticker Delivers High Value to Customer Care Client

### BUSINESS CHALLENGE

Customer care plays an important role in an organization's ability to generate income and revenue. Many organizations are seeking new ways to standardize and improve their customer care solutions to ensure high quality customer service. The client approached ProKarma to develop a desktop ticker, similar to the stock tickers seen at the bottom of news channels, which would be used to monitor customer care providers.

### THE PROKARMA TOTAL SOLUTION

The web-based desktop ticker was designed to allow supervisors to monitor their team, with back-end servers built to handle the numerous users based worldwide.

### APPROACH

ProKarma's development team designed a dockable translucent desktop ticker that was designed to stay on top of any application that the user was working on, ensuring that the ticker would always be visible on the user's screen. The ticker provided a mechanism for the supervisors to monitor the progress of multiple teams and their agents.

### TECHNOLOGY

The front-end was designed using Adobe AIR. The backend architecture was designed using hybrid technology. Velocity caching was implemented so that the servers can handle the load of thousands of desktop tickers worldwide.

### EXPERTISE

ProKarma's designers have many years of experience developing functional internet applications with tangible benefits.

### IMPLEMENTATION AND BENEFITS

The ticker allowed call center supervisors around the world the ability to monitor the progress of their teams, improving accountability and significantly increasing productivity of the client's customer care teams.

**ABOUT PROKARMA:** ProKarma delivers integrated technology and business process outsourcing solutions for over 150 global leaders in a wide range of industries and markets. ProKarma is co-headquartered in Portland, Oregon and Omaha, Nebraska, with sales and delivery centers in the United States, India, Argentina and Peru. ProKarma was selected as a Global Services 100 Provider for 2012 and ranked as the fastest growing IT services company in America by Inc. 500.