



Neova Case Study

# Call Centre Analytics Application: Modernization for Better Performance and Addition of Advanced Features

## Overview:

Our client is the leading provider of whole call analytics solution in the USA. This solution enables companies to discover and quantifiably improve customer contact experiences by evaluating their customers' journeys from dialing-to-hang-up.

This call analytics solution is used by leading companies in consumer, electronics, telecommunications, healthcare, and financial services.



## Challenges / Objectives:

- Overcome the shortcomings of the legacy technology platform and convert it to the latest technology.
- Enhance the overall customer experience and add new features requested by the client.
- Improve the performance of the system and optimize the code to process all incoming calls.

## Our Solution:

- Researched and implemented Vaadin Framework for enhancing user experience.
- Converted legacy code to J2EE frameworks
- Redesigned database schema and optimized queries
- Added latest technologies for graphical representation of the data
- Automation of Test Suites for continuous integration of code

## Results & Benefits:

- Performance of the application increased and it helped in analysing more calls
- Code coverage was improved
- Code quality was improved by using latest tools

*“Neova has developed important features for our application and dealt with complex bugs. Neova has also led the implementation of our continuous integration and automated testing, which enables delivery of high quality releases. I am impressed by their engineers’ dedication, skills, and ability to appear as part of the team despite their remote location...Neova has been my best experience by far.”*

**Director of Engineering, Client Company**

## About Neova:

Neova is in the business of transforming your ideas into beautiful products. Our passionate group of software professionals will deliver your dreams with out-of-the-box thinking and a can-do attitude.

Excellent depth and breadth of knowledge across our core technologies, and our workplace methodologies have led to successful engagements and deliveries to clients ranging from Fortune 500 to startups.

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# Thank You!