

University of California, Santa Barbara
Capstone Vision Statement
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Project Title: RingBase

Team Name: RingBase

Team Lead: Pete Cruz

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Overview

RingBase is a web-based platform that enables the quick setup and management of ad-hoc call centers for businesses. There are currently no known solutions that enable small to medium-sized businesses to track incoming calls and add annotations (such as CRM or sales data) in real time - existing call center software is targeted at large enterprises, and price tags can run well into the six figures. We aim to change that by creating a platform that makes it easy to visualize incoming calls in real-time, as well as a history of past calls and their annotations. The platform will be designed so that multiple users can belong to an organization and access the platform simultaneously.

Implementation

Our architecture will be broken into several distinct components. We will use Ruby on Rails for the web backend, accompanied by a SQL database such as PostgreSQL. The platform also has a real-time component, which will require an evented server such as Goliath and a rich JavaScript MVC frontend (using Backbone or Angular), communicating over WebSockets. In turn, the Goliath server will communicate with Invoca's telephony API over AMQP / WebSockets. On the frontend, we will leverage responsive design techniques for a seamless experience on both desktop and mobile devices.

Outcome

Our goal is to provide an affordable solution for real-time call center management for small to medium-sized businesses. The platform should make it easy to get set up and start accepting calls, and present an intuitive interface for call management and reporting.

In order to achieve our milestones we will be using the agile methodology and weekly sprints along with test-driven development practices. In addition, we will incorporate daily scrum meetings throughout each sprint.

Milestones

The minimum viable product will be achieved by including the feature to see incoming calls targeting the business.