

Problem

- Existing software solutions for sales floor teams centered around taking phone calls are expensive, cumbersome to setup, and confusing to use
- RingBase is a web-based platform that provides simple, user-friendly call-center management tools for small businesses
- The web dashboard integrates with user's phones, allowing agents to send calls to their phone from their browser, and

Solution

Real-Time

- One of the primary features of RingBase is providing a smooth, real-time experience all inside of a user's web browser. Technologies such as WebSockets and AMQP allow the app display to update instantaneously when customers call in and send calls to a phone with the click of a button.

Collaboration

- Collaboration is central to the RingBase platform. The web interface shows employees the activity and status of their co-workers updated in real-time, and it's easy to share notes with coworkers while on calls with customers or transfer a call to another agent as needed.

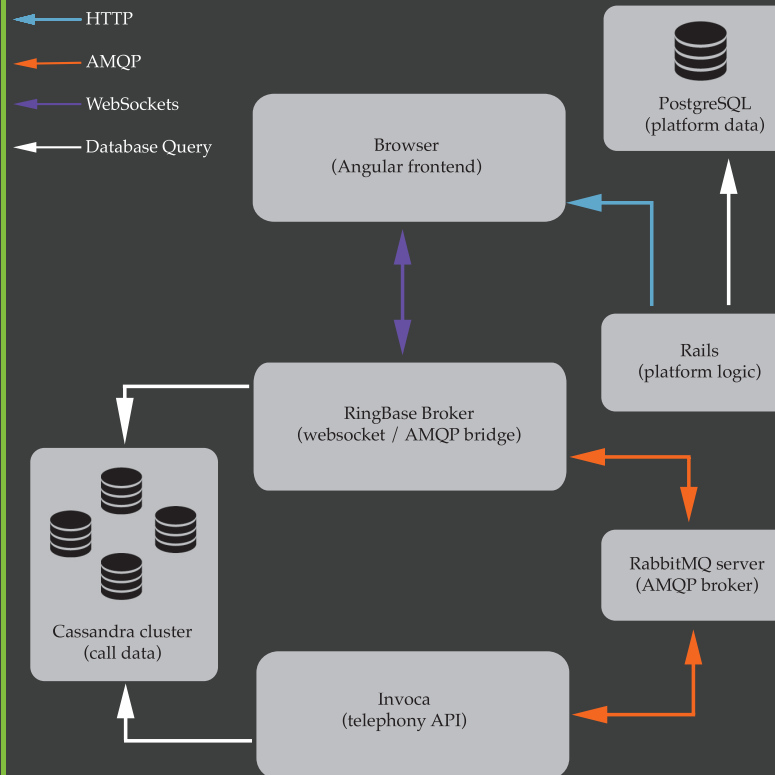
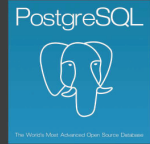
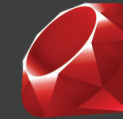
Best Travel Agency (805) 394-5120

INCOMING CALLS

Actions	Started	Region	Location	Caller Number
Answer	8:30	CA	Visalia	5598275517
Answer	8:30	CA	Santa Rosa	7073227256
Answer	8:30	CA	Los Gatos	4083489187

ANSWERED CALLS

Actions	Started	Region	Location	Caller Number
View	8:20	CA	Los Gatos	4083489187
View	8:20	CA	Santa Rosa	7073227256
View	8:20	CA	Visalia	5598275517
View	2:23	CA	Newbury Park	8054102776
View	2:22	CA	Newbury Park	8054102776
View	2:10	CA	Newbury Park	8054102776
View	2:30	CA	Newbury Park	8054102776



Broker

- Our Broker server sits at the center of the RingBase architecture, and is responsible for coordinating communication between all users connected to the platform as well as Invoca's telephony API
- It makes use of numerous technologies and communication protocols to provide a real-time experience for all users concurrently.

Invoca

- RingBase communicates with Invoca's telephony API using the AMQP protocol to provide a seamless experience between the phone and the browser.