Customer Service - Direct Banking

Client: Crédit Suisse Direct Banking

Project type: CRM - Service client

Project size: team = 2-3 persons

Duration :   2 months to production, minor changes after.

Number of users: 80

Solution description:

Crédit-Suisse is the second Swiss bank.

CSDB CC is the call-center for customers with an electronic access to their account,

mostly through internet.

Covered areas:

- Customer Service
- CIF data import from the host for caller and contract database

Our service:

Pre-Sales, then project management.

Methods:

DB-Design with Power-Designor. Concept and Planning Guide Applix.

Implemented technologies:
Applix *i*Enterprise, Helpdesk Module.
Multi-Tier Client/Server on Oracle under NT, Applix DevStudio, Oracle Loader.