2015

Mobile CRM Integration Using AMC Technology APIs

Matthew Bates
Virginia Commonwealth University

Allen Calderwood
Virginia Commonwealth University

Matthew Jenkins
Virginia Commonwealth University

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Team Members: Matthew Bates
Allen Calderwood
Matthew Jenkins

Faculty Advisor: Dr. Preetam Ghosh

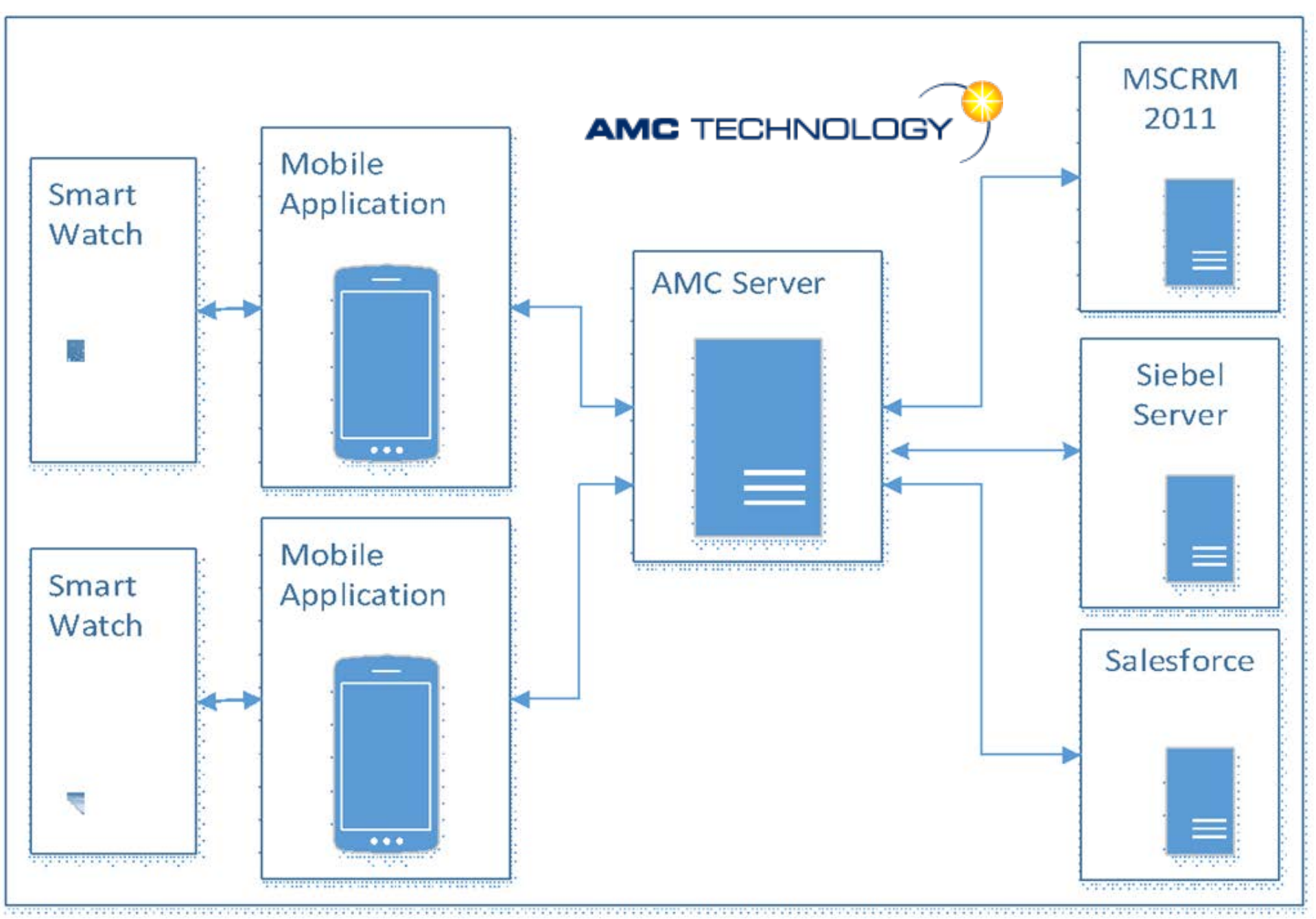**Sponsor:** AMC Technology

Sponsor Advisor: Sufyan Ababneh

COMPUTER SCIENCE

Mobile CRM Integration
Using AMC Technology APIs

CAPSTONE DESIGN EXPO 2015

Architecture

AMC TECHNOLOGY

Smart Watch → Mobile Application → AMC Server → MSCRM 2011 / Siebel Server / Salesforce

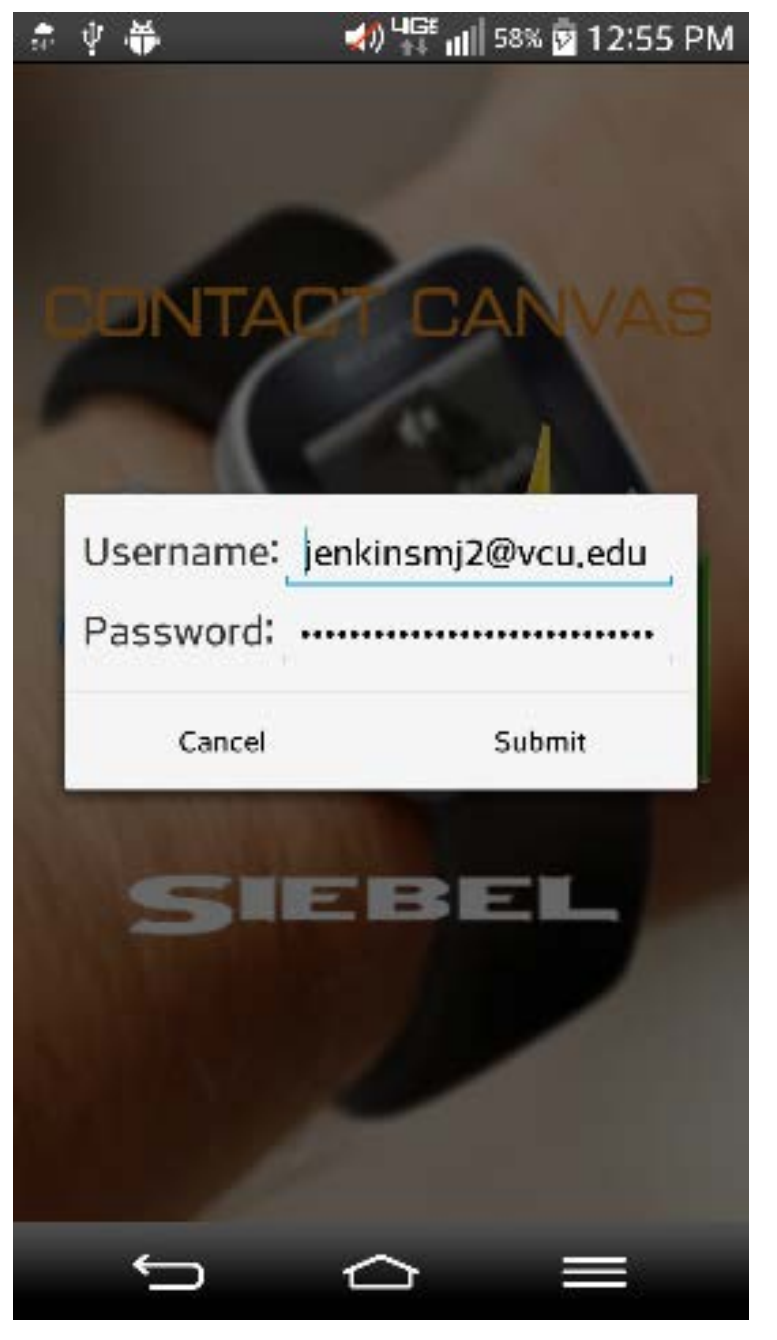Smart Watch → Mobile Application → AMC Server → Salesforce

AMC Technology procides a consistent interface medium for many popular **Customer Relationship Management** systems which allows our app easily communicates with your implemented systems.
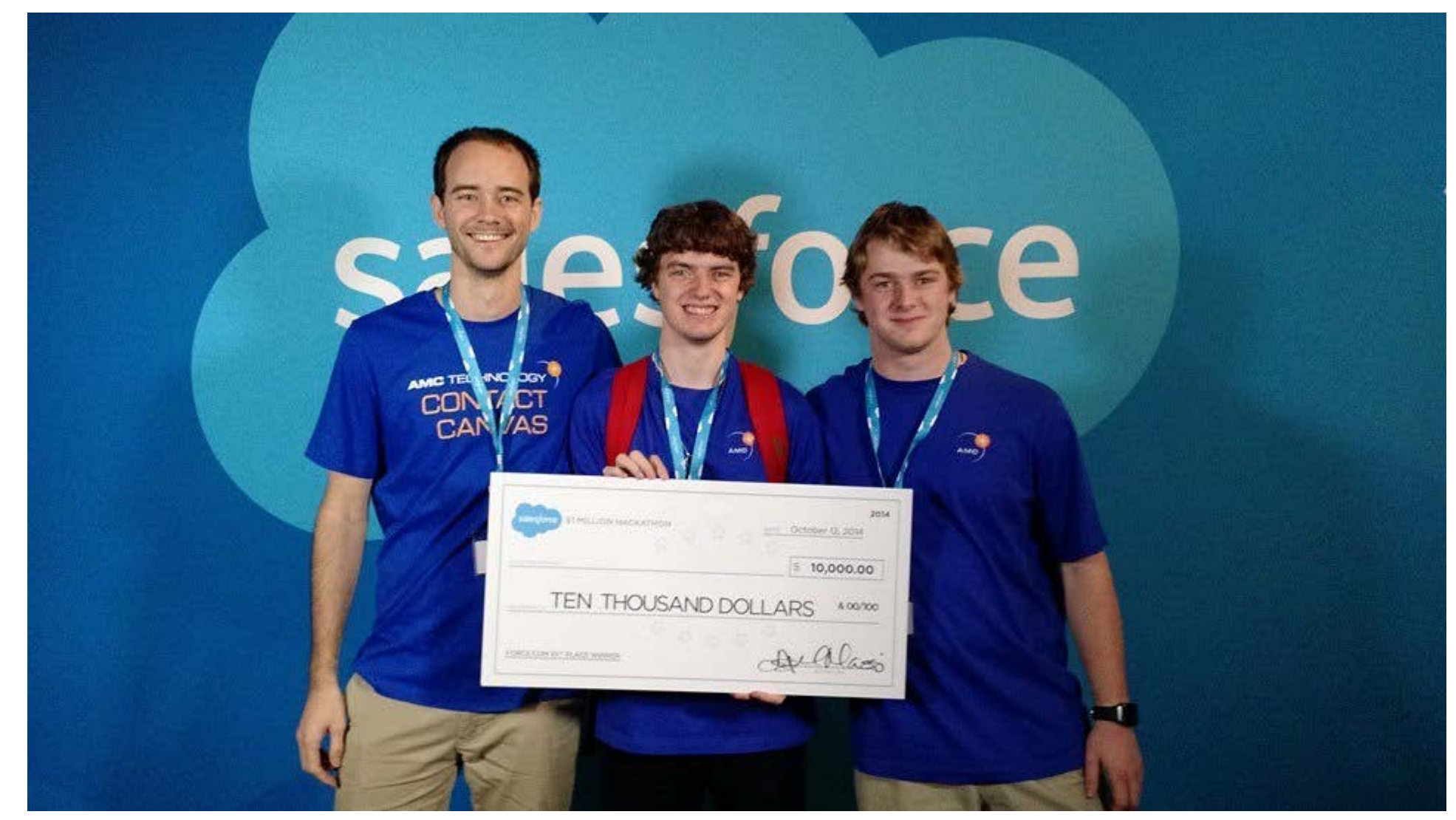
Contact Canvas Mobile

AMC TECHNOLOGY

Automatically detect incoming and outgoing calls with customers using our apps built-in service.

Turn off the listening service after work with a **simple swipe left** to conserve battery and improve performance.

Triple CRM Integration

CONTACT CANVAS
salesforce
SIEBEL

AMC TECHNOLOGY
CONTACT CANVAS

CONTACT CANVAS
Username: jenkinsmj2@vcu.edu
Password:
Cancel   Submit
SIEBEL

Connect with three major inhouse and cloud hosted CRMs
- Salesforce
- Siebel
- MSCRM

Wearable Interface

Call Data
Title: SalesForce Information
Name : Matt Jankins
Phone# : 8045050679

Save time logging interactions by using speech to text to connect to your CRM

Voice Reply
g Speak now
> Call back

Voice Reply

Contact Canvas Mobile

Call back
Call back

Create new...
Canned respons...

Increase efficiency by reading contact details displayed on your wearable

Voice Reply

Voice Reply
Call back

× Sending...

Accurately track call activities by creating and using canned messages
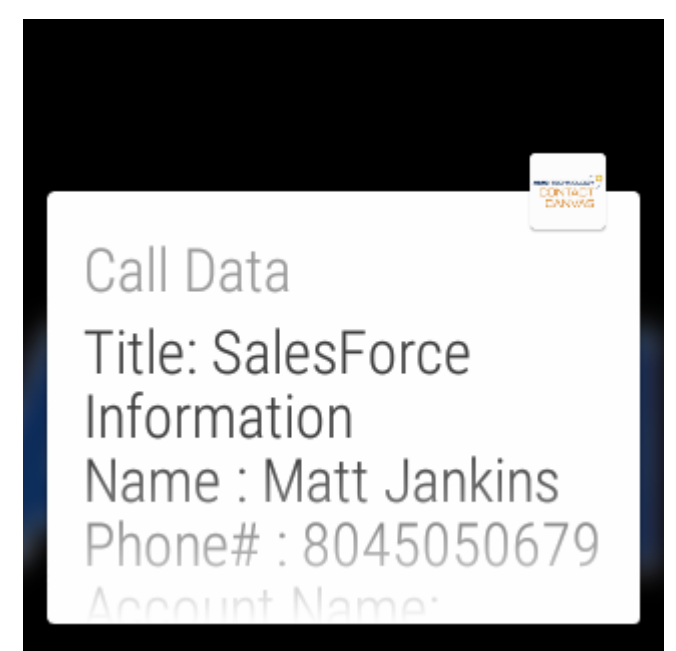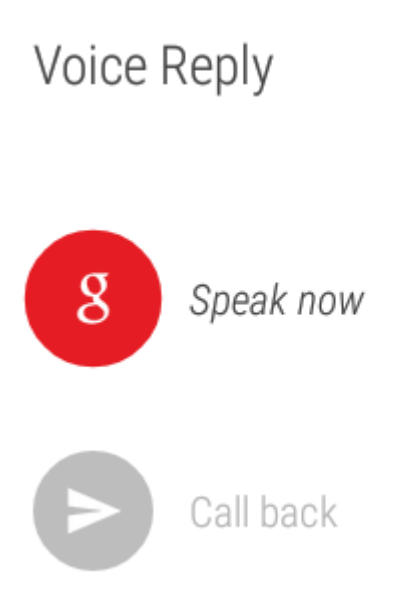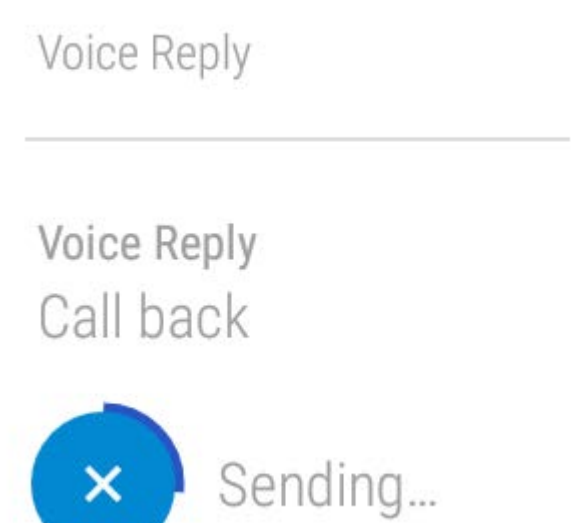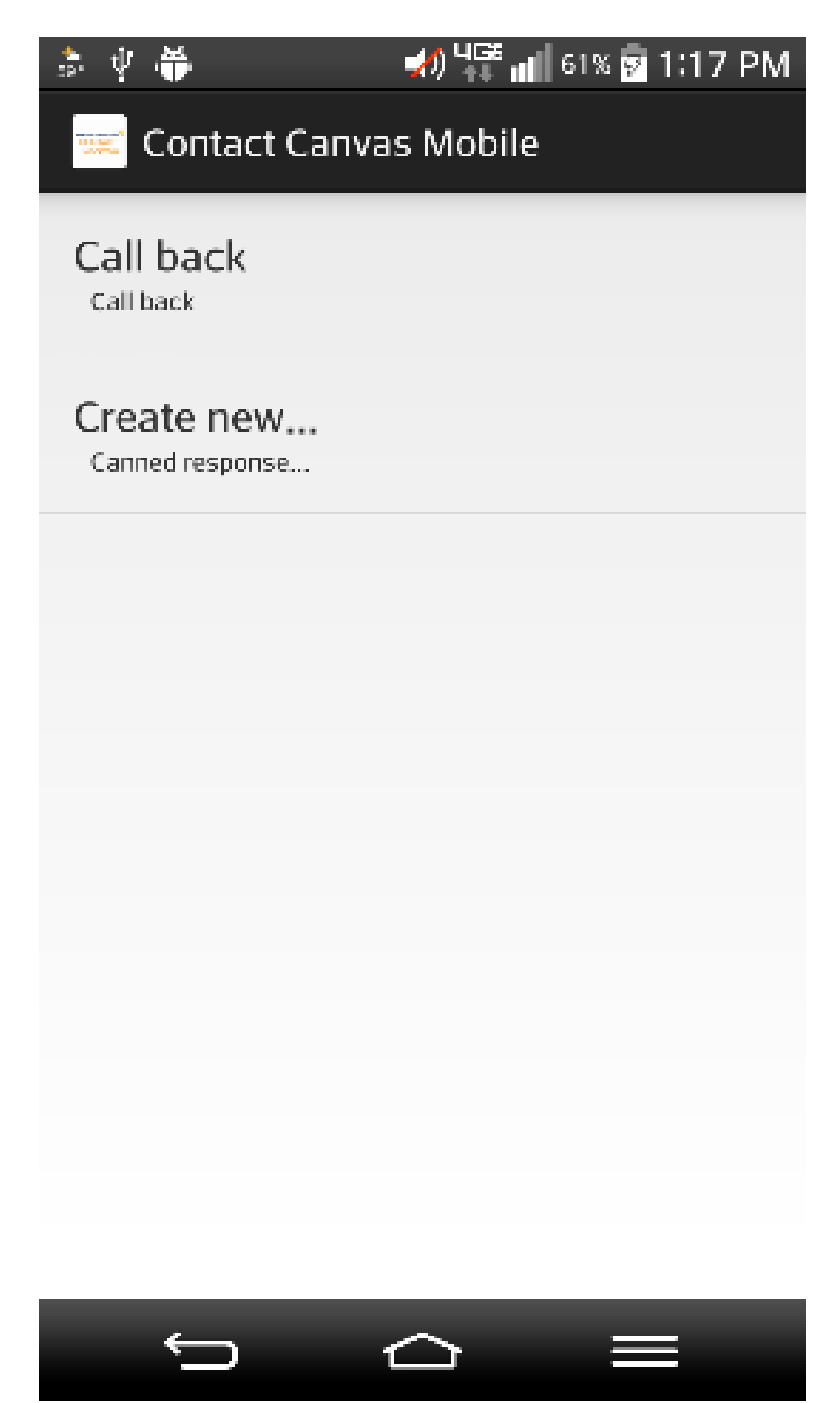
Accomplishments

salesforce

Awarded **10th place** and **$10,000** in Dreamforce 2014, the largest annual hackathon in the world, hosted by our largest supported CRM, **Salesforce**.

Welcome to dreamforce

Gave a booth **demo** at the **2014 dreamforce** conference to over 100 different conference attendees at the **AMC Technology booth**.