



Hindustan Latex Family Planning Promotion Trust (www.hlfppt.org)

Help Desk Software Solutions

Keywords

- Cost Effective Software Development for AIDS related information.
- Store the data that entered by end user.
- Storing the telephonic conversation between end user and the caller in to the database.
- Generate reports either by single dates or multiple dates.
- Call Center Management Information System (CCMIS)

Results

- HIV, AIDS and other health related information
- Safe sex practice
- Location of the project clinics.
- Documentation of the crises calls.
- Details of social legal support available.
- Generation of simple reports.

For More information

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Hindustan Latex Family Planning Promotion Trust or HLFPPPT was born in the year 1992 with the sole aim of providing complete and compassionate care for people from all walks of life. HLFPPPT is promoted by HLL Life care Limited and has over the years, grown and matured into a professional services organization that spreads smiles and the message of good health among the populace of this great Country.

The Challenge

HLFPPT wanted to develop a software to provide basic counseling and Information through telephone for people who wanted AIDS related data. HLFPPPT wanted the software to capture data entered by end user regarding caller and also store the telephonic conversation between the end user and caller in a database. The end user should also be able to generate the reports either by single date or multiple dates.

The Solution

After completing the feasibility study of the clients requirements we proposed help desk solution based on- Java Edition technology which is compatible with any format of GIS map, PostgreSQL as backend database, X-Lite SIP phone for call receiving, Communicate Pro Server as PBX server, Windows XP and family as OS. By integrating the above components, We were able to provide client with cost effective software without compromising on quality and user interface design. Help Desk solution was very robust and scalable thus meeting the client requirements both in English and Local language.



Results

Annova developed a call center support application from which client can able to get the HIV, AIDS and other health related information, safe sex practice, location of the project clinics, documentation of the crises calls, details of social legal support available, recording of the talk in order to M&E information at one touch of a button.