# Delta Software - Customer Services Support Site Extensions Project

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Delta Software markets and supports business software.  One such solution is InfraActive a service desk suite.  Requests from customers for support and information about this product consumed too much resource.  In an attempt to address this Delta developed the Delta Knowledge Centre, an in-house project aimed at providing customers with detailed product information online.  In addition to this problem internal management reporting had almost come to a halt.

To address the management reporting needs, eleven reports were developed and integrated seamlessly into the internal service desk system. These resulted in better organisation and reallocation of resources and are now the focus of weekly meetings.  The customer support problem was addressed by extending the functionality of the Delta Knowledge Centre.

The software development was split into four iterations, each involved a separate typical waterfall framework that allowed for speedy implementation, met Delta's needs and was adaptable to change. The first iteration covered meeting the urgent need for management reporting. Iterations two to four covered the extension and enhancement of the Delta Knowledge Centre. This provided customers with better functionality for online call logging, and information about calls, through means such as graphical customisable reports.

The technologies employed in this solution included Crystal reports, ColdFusion and an SQL server database.  Access to Delta's internal service desk system was achieved though API calls and integration of existing DLL processing.

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