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 Licensing And Support Costs, Data Center Costs, Etc.
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 To AWS. You Benefit From The Economies Of Scale And
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Powerful User-configurable, Rules-driven "screen Pop"
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Data Collected In The Phone System. Basic And
Tailored Screen Pops. Use Caller ID, Or Deliver Menu
Navigation Data Collected In The IVR To Siebel To
Drive A Context-rich Screen Pop. Voice And Data
Synchronization On Internal Transfers. Feb 7th, 2024

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Compensation, CTI, WEB, KM, Mobile APPs).

Professional Experience Sorgenia SPA Milan – Jun 2010

- Today Role: Project Manager • PM IT CRM

Development Area: Siebel CRM, Prisma CRM (a Sales

Force Custom Application), Web, CTI/IVR Platform

(review Analysis, Costs And Solutions), KM, Mobile

APP, Social CRM. Apr 28th, 2024

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