



Rajapack

Computer Telephony Integration



Rajapack is the European number one in packaging material. It looks back on more than 60 years of experience. With its 22 offices in 18 countries it is the market leader in its sector. The group Raja has more than 700,000 customers who greatly appreciate the service and quality offered. The 120,000 products that it has in stock can be found in one of the 11 distribution centers, which together account for 210,000 m² of storage space (about 31 football fields).

The product range is very wide and varies from cardboard (shipping) boxes over envelopes, tubes, plastic bags, protection, padding, tape, labels, document covers, promotional packaging, stretch film, pallets to packaging systems.

At Rajapack, XQTING created a link between the Navision CRM system and the Avaya telephone exchange (PBX). Based on the APIs provided by both suppliers, XQTING programmed a pop-up with information about the caller (including call journal, i.e. an overview of all calls in the recent past). In addition, XQTING provided a dialer application for organizing outgoing calls.