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Seamless Development and OnState Announce Partnership at eBay Live

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Boston, MA (PRWEB) June 14, 2007 - OnState Communications, innovating new-generation call center solutions, and Seamless Development, a pioneer in affordable business eServices, today announced a technology alliance aimed at creating e-customer communication portals. The partnership will integrate OnState ACD for Skype 3.0, a certified Skype for Business Extra that delivers easy-to-use, low-cost call center solutions with Seamless Development's comprehensive eService offerings - spanning eBay-specific software, website design and programming, data management, IT and networking support. The announcement was made at eBay Live!, the annual community conference held this year at the Boston Convention and Exhibition Center, June 14-16, 2007. Seamless Development is exhibiting Booth #1133.

"The Seamless and OnState partnership opens up a whole new world of opportunities for small- and medium-sized businesses, especially within the eBay community of buyers and sellers," said Pat Kelly, COO of OnState Communications. "Our alliance delivers true state-of-the art, easy-to-use, enterprise-level technologies at affordable prices, which are designed to jumpstart and grow online businesses and customer relationships," continued Kelly. "I view this as a big step forward in the democratization of business technology and we're eager to show the eBay community how they can exploit it for profitability."

"OnState shares our philosophy on business and technology, namely, small businesses should have access to the same technologies that drive success at large enterprises," noted Mathew Keister, founder and CTO of Seamless Development. "With OnState ACD for Skype's call center capabilities, we can enrich our full continuum of eServices with real-time customer management and communication," continued Keister

Any-mode Communications Portal - Real-time Customer Interaction
Seamless Development eServices include: customized web site design and programming; networking; security; data communications; and IT support. These services help businesses to quickly create and engage in Internet-powered growth and transactions. Through the integration of OnState ACD for Skype, Seamless will be able to develop e-customer communication portals that give businesses real-time, any-mode customer communications such as: chat; callback; voice; and video. Additionally, Seamless customers will not be required to make additional investments for call center functionality as OnState ACD for Skype is 100% Web-based, a Skype Certified third-party application, and does not need any special hardware or software.

"OnState-enabled communications portals will further empower our customers to proactively engage leads, develop and deepen customer relationships, immediately answer questions, and cross-sell and up-sell products - all on a small-business budget with big-business technology," continued Keister.