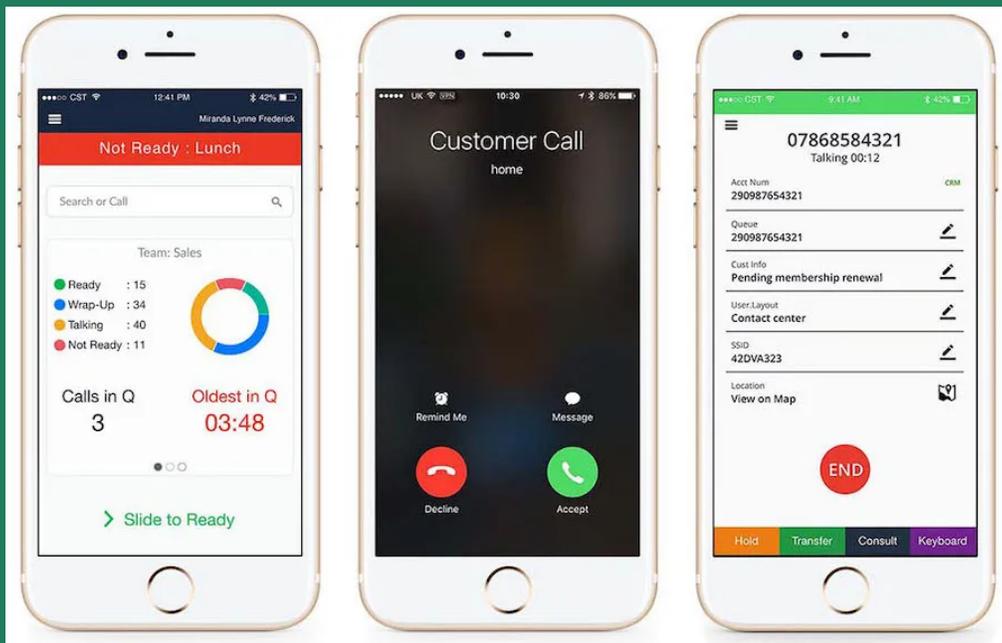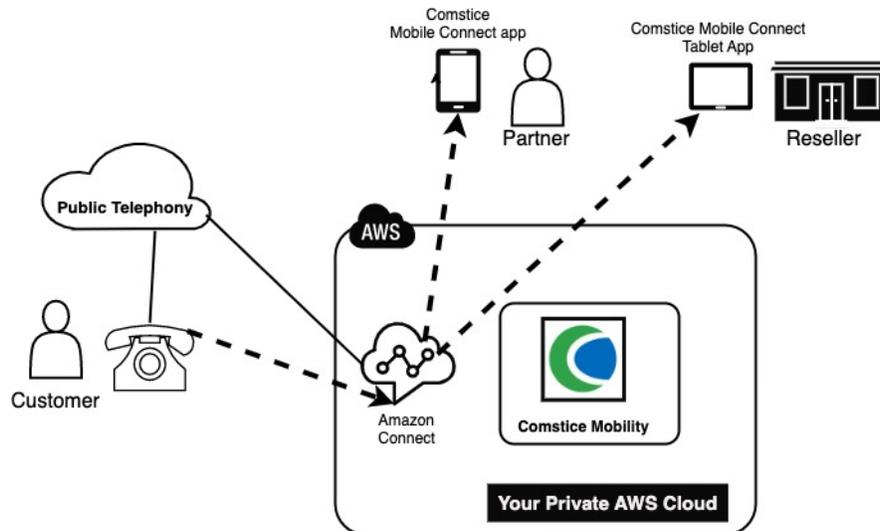# Amazon Connect Mobile Softphone by Comstice

Data Sheet

Comstice Mobile Connect App

Comstice Mobility solution helps to login to Amazon Connect, make and receive calls using a mobile app. Amazon Connect user can make and receive VoIP calls as well as they can use mobile phone line when voice over Internet audio quality is not good. All the calls will go through Amazon Connect instance of the company, calls can be recorded and reported.

Comstice Mobility solution has a server-side software and the mobile app available Apple and Google app stores called "Comstice Mobile Connect".
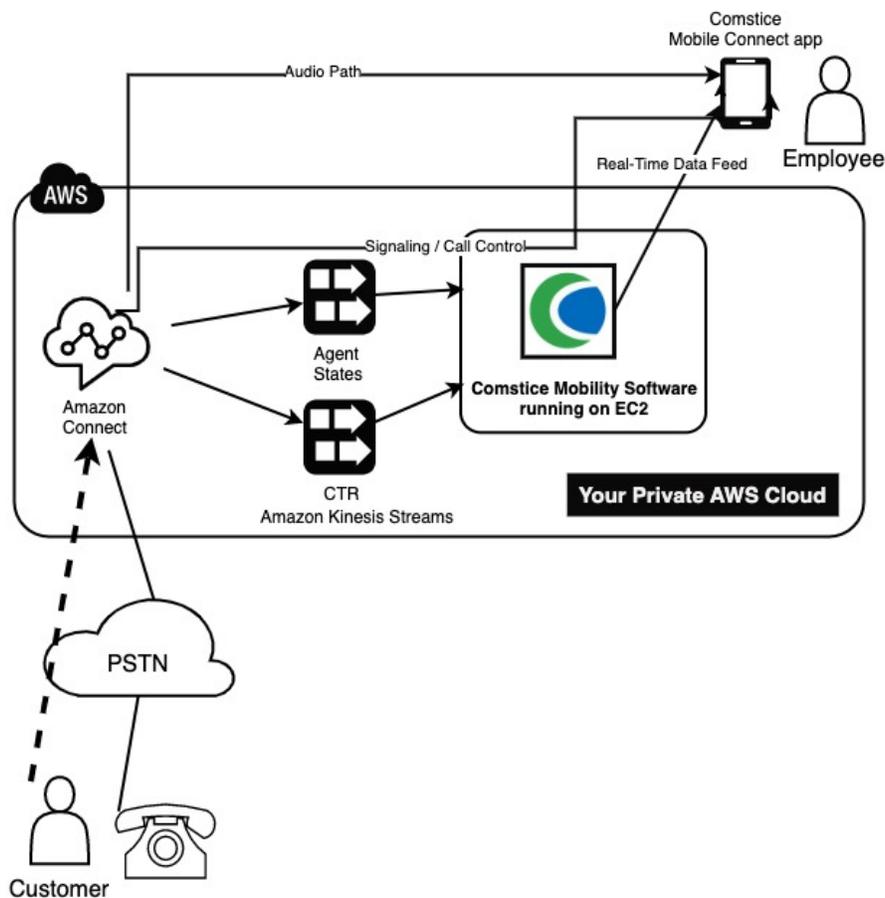
How It Works

Comstice Mobility Server runs web sessions on the server side and logs into Amazon Connect CCP. It then extends the audio communication to the mobile device using AWS Connect-RTC.JS SDK. **Comstice does not run the Amazon Connect CCP on the mobile device.**

SSO Integration:

Comstice Mobility supports SSO providers such as AzureAD, Google Workspaces and Okta. Multi-factor authentication is also supported.

Geo-Location Based Contact Routing

Mobile users can pin their rough geo-location and Amazon Connect contact flow can check the nearest mobile user to the caller. If the mobile user is in available state, contact flow can send the call to the mobile user.

CRM Integration

CRM integration is via RESTFul APIs. There is no login authentication to CRM or CRM subscription required for the mobile users.

Calling CRM Contacts

Comstice Mobile Connect users can search CRM as well as other contacts from the mobile app's Contacts section.

Accessing CRM Contact Details

On an incoming and outgoing call, caller can access to the CRM contacts and view the data available for each contact.

Accessing and Creating CRM Tasks

User can access CRM tasks via RESTFul APIs, create a new task and view assigned tasks to the user.

Logging Calls

Incoming and outgoing calls can be logged automatically by an AWS Lambda function and RESTFul APIs available with the CRM solution.

Mobile Softphone Use Cases

Comstice Softphone always receives a call even when making outbound calls; Comstice Mobility server receives the "Make Call" event, calls the softphone first, then the destination via Cisco CUCM and merges both calls.

This model helps to secure the call traffic, eliminates the malicious calls and offers a secure activity. Softphone has no Cisco dependency, it can be implemented into any SIP-based Telephony Network.

Healthcare Providers

Doctors and nurses often need to communicate with the patients, either directly or as an escalation point in the patient journey. As per the HIPAA requirements, the communication must be secure and any stored patient records must be kept in compliance with HIPAA InfoSec requirements.

Patients would like to communicate with the doctors and nurses directly as well. When the specialists are not available to contact, the call or the chat request can be handled by the other members of the team. Medical staff often need to be on-call as well. Therefore, dynamic routing of contact requests (voice and chat) is critical.

Amazon Connect Mobile Softphone offers full control of mobile communications to healthcare organizations. All mobile communications can be fully recorded. All the recorded audio, chat transcripts, and other files can be stored in the AWS storage spaces controlled by the healthcare provider so that they can ensure full HIPAA compliance. Medical staff can accept calls, SMS chats, web chats, and WhatsApp chats on mobile softphones. They can also make calls to the patients by shielding their mobile numbers with Amazon Connect phone numbers. All the communications will be recorded, reported, and stored by AWS under the AWS account of the healthcare provider. Mobile users can set themselves available/not available and the contact requests will be re-routed as per the business logic applied by the healthcare provider. Finally, medical staff can pin their geo-location so that, the patient calls and chats can be sent to an on-call doctor or a nurse nearest to the patient.

Insurance Networks

Insurance companies partner with many insurance brokers around the country. These are small businesses that do not have any IT Infrastructure integration with the Insurance Provider's communication network. The calls often need to be sent to the nearest insurance broker to the customer for a better experience. There are also other teams such as claim investigation teams and inspection teams. In many cases, these roles are also contractors and freelancers to the insurance company.

Amazon Connect Mobile Softphone helps insurance companies to extend the customer journey to a local insurance partner, claims expert, or valuation specialist. All the mobile calls and chats can be recorded and reported. The insurance company will have full control of the recorded data which will be stored under their AWS account. Mobile users can also receive callback lists on the mobile app dynamically to call back customers for renewals or new business.

Amazon Connect Softphone can be integrated with CRM or other business applications to create a new task, list open tasks, update the contact details of the customer on the phone, and create a new opportunity or update an existing opportunity.

Professional Services: Law Firms, Accountancy Firms, Consulting Agencies

Professional services firms require frequent communication with the clients over the phone. At the same time, they often need to focus on cases and set themselves unavailable. Also conversations need to be recorded for compliance and better service history.

Using Amazon Connect Mobile Softphone app, professionals can protect their cell phone numbers, record all the conversations and also set themselves unavailable for calls to go another team member or their service desk.

Retail and Franchise Networks

Retailers and franchisers can pin their rough gel-location. Incoming customer call can be transferred directly to the nearest retail point or franchiser. Customer calls can be recorded and further processed for quality assurance.

Airport Operators and Airlines

Airport and airline ground staff are often on the move and only have mobile phones. Using Amazon Connect mobile softphone, they can make and receive calls while on the move. When they are busy, they can set themselves "Unavailable" and contact flows will route the call to an available employee.

Colleges and Universities

College and campus environment is a mobile environment. Everybody is on the move. College staff, academic staff often need to communicate with the students. Using Amazon Connect Mobile Softphone, they can protect their direct number and handle calls and chats through Amazon Connect. All the conversations can be recorded for compliance.

IT Helpdesk, Field Engineers, Technical Support

IT Engineers, field technicians need to visit the users, locations and they can use Amazon Connect Mobile Softphone as their business phone line. They can pin their geo-location, set themselves ready or not ready and protect their cell phone number. When they make a call, their Amazon Connect number will be shown to the other party. If they call back, your company can route those calls to the same person or to the support desk.

Car Manufacturers and Dealership Network

Car dealers often work as a web of sales and service points to efficiently use limited resources for the fastest turnaround. Communicating with the customers in a secure way from multiple channels, while recording all the conversations is key to avoid any conflict of interest and better service quality.

Using mobile softphones, dealer networks can have better mobile communications with customers from various channels such as voice, SMS, web chat, and Whatsapp.