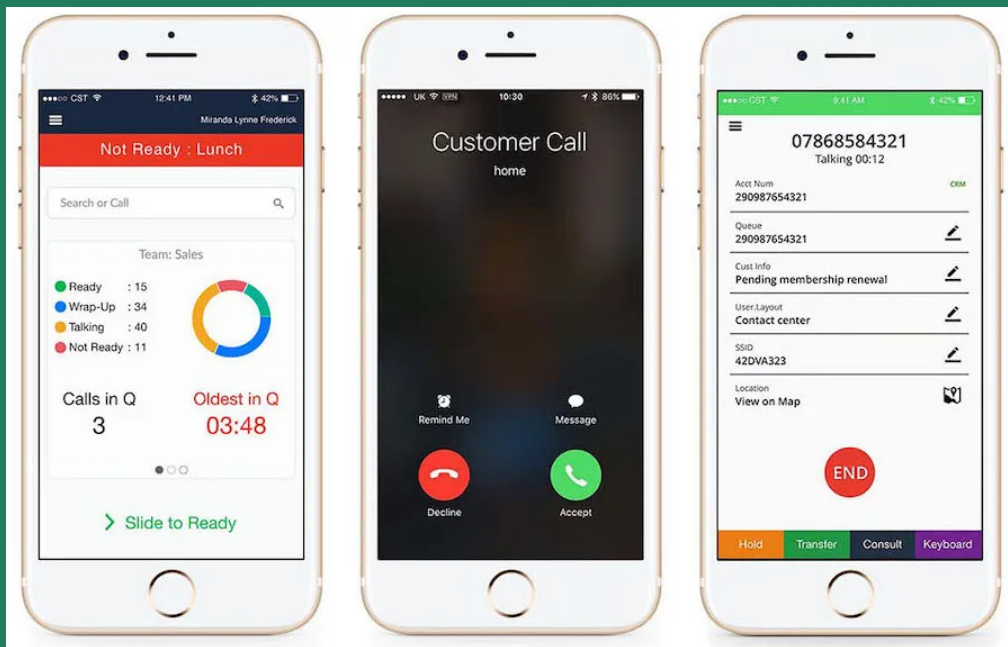


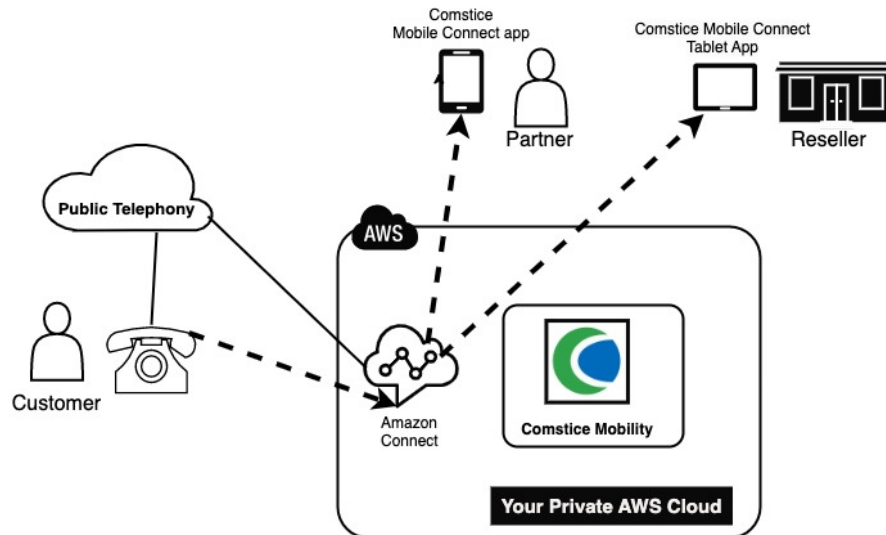
Amazon Connect Mobile Softphone by Comstice

Deployment Guide



Comstice Mobility Solution

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.



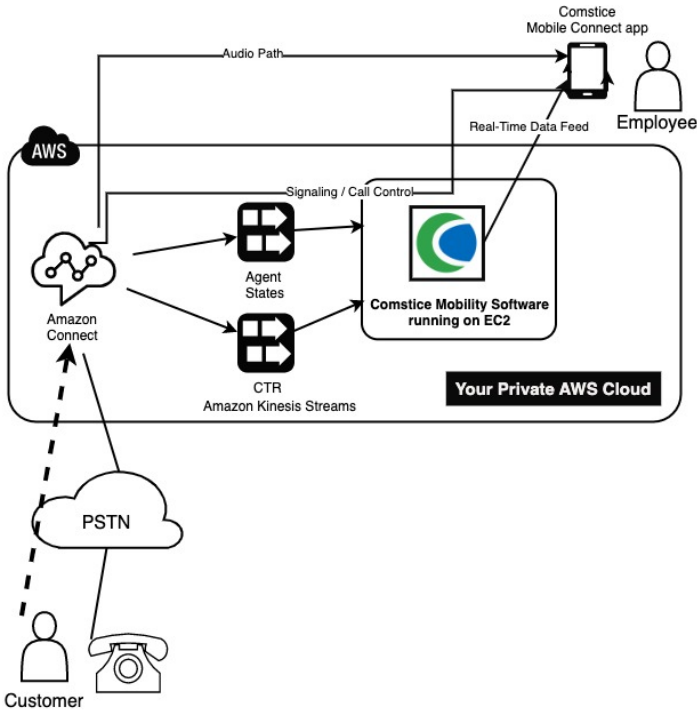
Comstice Mobility solution has a server-side software and the mobile app available Apple and Google app stores called "Comstice Mobile Connect".



Access to Build and Configure EC2

Comstice deploys the solution to client-provided EC2 via SSH. You can restrict the SSH remote access to EC2 by permitting the below IP address only

Comstice IP Address	
Comstice SSH PEM Public Key	



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.

Configuration Parameters Needed

Comstice Mobility Server requires the following parameters to operate;

Amazon Connect Instance ARN	
Amazon Connect Login URL/SSO Login URL	
Ctr Stream Name	
Agent Events Stream Name	
Amazon Connect IAM User Access Key	
Amazon Connect IAM User Secret	
Azure AD Tenant ID	
Azure AD Client ID	
An Amazon Connect User dedicated to Comstice as a system user	This will be a system user, therefore it can not have MFA. It can be IP address restricted by using Comstice Mobility EC2 IP Address.
Password	
An Amazon Connect User dedicated to Comstice as a test user	This user will be used for testing and troubleshooting. It can have MFA
Password	

IAM User for Comstice Mobility

IAM User is used for Comstice Mobility solution to access Kinesis data streams as well as Amazon Connect configuration as read-only. It will have access token and secret, since it will be used for programmatic access.

IAM User should have access to these existing policies;

- AmazonKinesisReadyOnlyAccess,
- AmazonConnectReadOnlyAccess

Access key and the secret will be used at Comstice Mobility EC2 server.

Comstice Mobility EC2 Sizing

Comstice Mobility EC2 only supports LinuxOS. Ubuntu 20-04 LTS is the current recommended version.

Depending on the concurrent sessions, EC2 sizing may vary. Minimum EC2 size recommended is;

Comstice Mobility Server EC2: **t3a.medium** with 80GB HDD

Comstice Mobility Server Port Utilization

Comstice Mobility Server does not have audio passing through. It only handles the signalling. Ports utilization information is given below;

SSH 22	This port will be used to remote access to the EC2 Server. Comstice static IP 69.30.254.235
TCP 3001, 3003, 25515	Access to Comstice Mobility Services
TCP 443	Access to Real-Time data; agent states and queue activity

Single Sign-On

Comstice Mobility supports main SSO providers such as AzureAD, Okta and Google Workspaces.

For SSO support, Comstice will need the Login URL provided by your SSO service for agents to access Amazon Connect.

For AzureAD, this is the "User Access URL" under the Enterprise Application created for authenticating Amazon Connect users.

Mobile Softphone UAT Steps

User can login using their Amazon Connect uname and passwd	Yes/No
User can change their state and this is reflected Amazon Connect standard real-time agent report	Yes/No
User can monitor the queue activity on the mobile app by pulling down the screen. Queue information does not refresh automatically for efficient battery use.	Yes/No
User can "Slide to Ready" to change state to Available. A call in the queue is delivered to the user from the mobile app	Yes/No
User can hear and be heard on the active incoming call	Yes/No
User can transfer active call to an external number using the app	Yes/No
User can transfer active call to an Amazon Connect "Quick Connect" contact available for the queue. Quick Connect feature needs to be configured on the Amazon Connect instance for this feature to work.	Yes/No
User can hold then resume the active call	Yes/No
User can terminate call by tapping on END button	Yes/No
If other party ends the call, screen will return to the main view	Yes/No
User can make a call by typing the destination number	Yes/No
User can monitor the states of other team members	Yes/No
User can retrieve team alerts from "Alerts" menu option	Yes/No
User can review call logs for the incoming and outgoing calls using "Call Log" menu item.	Yes/No

Project Plan

Task	Duration	Owner
Creating Comstice Mobility server at EC2	1 day	Comstice
Configuring Mobility Server	1 day	Comstice
SSO integration	2 days	Comstice&Client
Internal Testing Mobility	1 day	Comstice
UAT Mobility	2 days	Comstice&Client
Technical training for handling internal tickets	1 day	Comstice&Client
Power User Training (Train the Trainer with recorded training sessions)	1 day	Comstice&Client
Mobile: Pilot User Tests - up to 20	5 days	Comstice&Client
Mobile: Phase 1 User Rollout up to 100	5 days	Comstice&Client
Rollout for the rest of the users	10 days	Comstice&Client