Comstice

Comstice Avaya Agent Portal

Data Sheet

Comstice Avaya Agent Portal

Comstice Avaya Agent Portal is a web experience interface for contact center agents. They can make and receive calls, monitor real-time activity, access internal and external contacts, call logs and team states using only web browser, without installing anything on the PC.

Call Control and Webphone

Agent can have call center line managed from the web interface. It can also include a webphone, browser-based WebRTC phone for call center agents.

There is no need to install a softphone, VPN client or any other application on this solution. The goal is to avoid installing any software on agent's PC and handling all the features including telephony through web interface.

Comstice Agent Portal Features

Setting Goals for Each Agent

Team leaders can set goals such as outbound call attempts, avg handle time, agent efficiency percentage etc. Agents can monitor real-time progress of these goals and other real-time activity from the porta.

Using Team States section, you can see the list of team members, their current state and the total number of available agents in the team.

With Call Logs, agent can see the made and received calls, copy the number of the customer to create a new contact, call back the contact from call logs also add a "Call Result Code".

Outbound

On the Outbound section, user can access;

- Recently abandoned calls,
- Call back list and
- Monitor any stats for an outbound campaign

Agents can switch to Outbound page while there is no calls in the queue and make callbacks. These can be dialer-based outbound calls as well as recently abandoned callers, or a daily callback lists.

	My Call Back List	Recently Abandoned Calls				
	PHONE	DATE/TIME	QUEUE	DUR	RESULT CODE	
	(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Security Check	Sure? Yes Cancel
	(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Cancellation	Accept
	(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Renewal	Accept
	(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Security Check	Accept
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	(907) 555-0101	Dec 30, 2023 05:18	ENG2-csq	00:55	Renewal	Accept

Available 00:01

Dialer Campaings

CAMPAING NAME	ACTIONS
Loyalty Program	Go To Ready
Loyalty Program	Go To Ready
Loyalty Program	Go To Ready
Loyalty Program	Go To Ready
Customer Appreciation Days	Go To Ready
Charity Partnerships	Go To Ready

CRM platform can create tasks as automated callback lists. These tasks can be accessed from the Agent Portal as well.

Agent Screen Recording

Comstice WebRTC Gateway can also help to record agent full screen for compliance and training. Screen recording may or may not include audio.

Screen recording has three modes;

- Periodic Store and forward
- Real-time streaming
- End of day upload
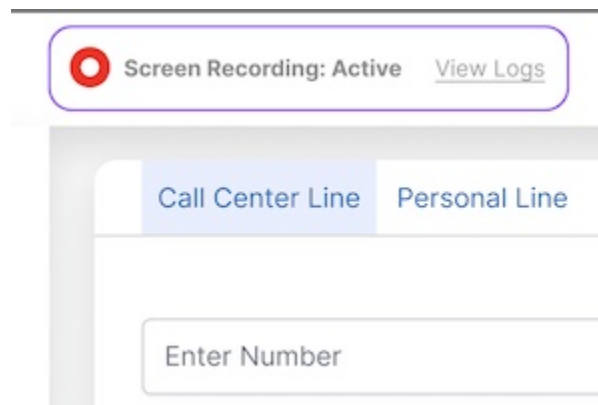
CRM Features

Call Center agents use a number features in a CRM platform. Common CRM-related features are;

- Accessing CRM data of the caller if the callerID is known by the CRM a.k.a. screen-pop
- Accessing, updating CRM tasks and creating new tasks
- Logging the call as an activity in CRM automatically
- Automatically assigning callback lists to agents

Avaya Agent Portal will be integrated with CRM platforms by Comstice using APIs. This helps to avoid having CRM subscription for all the call center agents.

Team Calendar

Agents can access to the Team Calendar, update their availability and review other agents' calendar updates. Comstice also offers optional WFM module with agent mobile apps so that agents can access WFM features from mobile app as well.

Agent Scorecard

Agents can access their daily, weekly monthly performance and goals from scorecards;

Jessica Morten

Total Login Duration	23:46:09
Inbound Answered	96
Outbound Calls	11
Start Date	20.02.2023
End Date	26.02.2023

Agent Scorecard

	Actual	Target
Average Talk Time	07:02	09:23
Average Wrap	02:51	01:15
Average Handling Time (AHT)	09:54	10:38

Not Ready Activity Code	Total Time Spent	Occurrences
_11Meeting	00:05:21	4
AdminDuties	00:50:43	9
BreakFormal	01:06:01	5
ExtendedWrap	04:30:43	98
Handover	00:36:21	5
OutboundCalling	00:00:28	3
ScreenBreak	00:20:27	4

- 9.8% Idle Time
- 23.6% Not Ready
- 47.4% Talk Time
- 19.2% Extended Wrap

Scorecards help agents to get some visibility about their performance, their targets as well as the team average and how they can improve.

Topology

Comstice solution communicates with Avaya AES for call control and agent state features and Avaya Session Manager for SIP and webphone features. It can also communicate with Avaya CMS for real-time and historical reporting features.
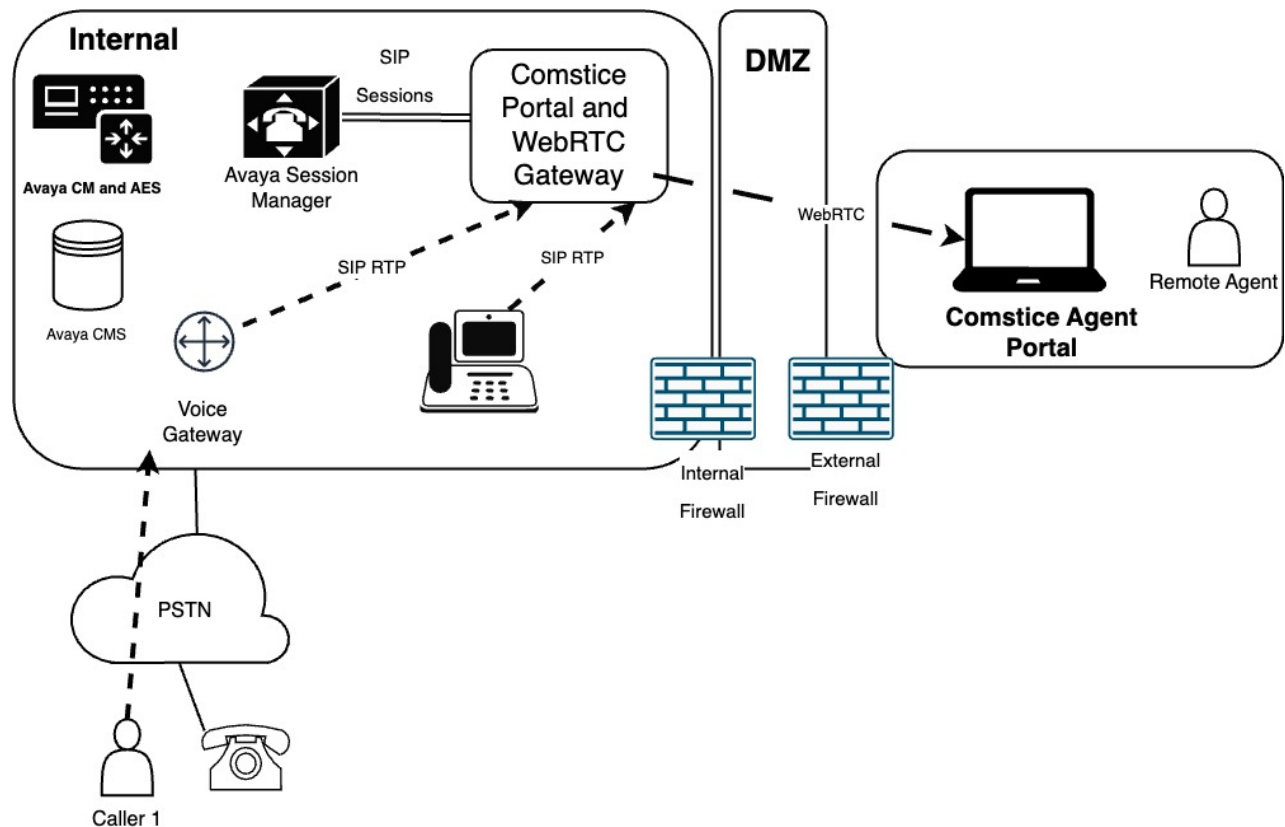
Comstice Webphone is a WebRTC phone which registers to Comstice WebRTC gateway. It converts WebRTC session to SIP and registers webphone sessions to Comstice SIP Proxy / SBC as SIP Phones. Comstice SIP SBC can communicate with Avaya Session Manager via SIP Trunk.

Comstice Webphone acts as a SIP phone, thanks to Comstice WebRTC Gateway.

Single Sign-On and Silent Monitoring

SSO

Comstice Avaya Agent Portal solution can be integrated with Single Sign-On services such as AzureAD. Agents can authenticate using AzureAD MFA. Comstice matches SSO username with Avaya agent Login ID and logs the agent in after a successful SSO.

No SSO integration required at Avaya end.

Silent Monitoring

Supervisors may want to join and silently listen to the call. Comstice also offers Silent Monitoring feature for the supervisors where they can listen to the existing conversation of Webphone agents.

Comstice SIP Proxy SBC has a media forking feature where it helps to fork audio stream for recording and silent monitoring.

VDI Support

Virtual Desktop Infrastructure (VDI) is often used by remote agents to securely access internal data and call center features. However, VDI is not designed for real-time applications and often has some challenges for telephony.
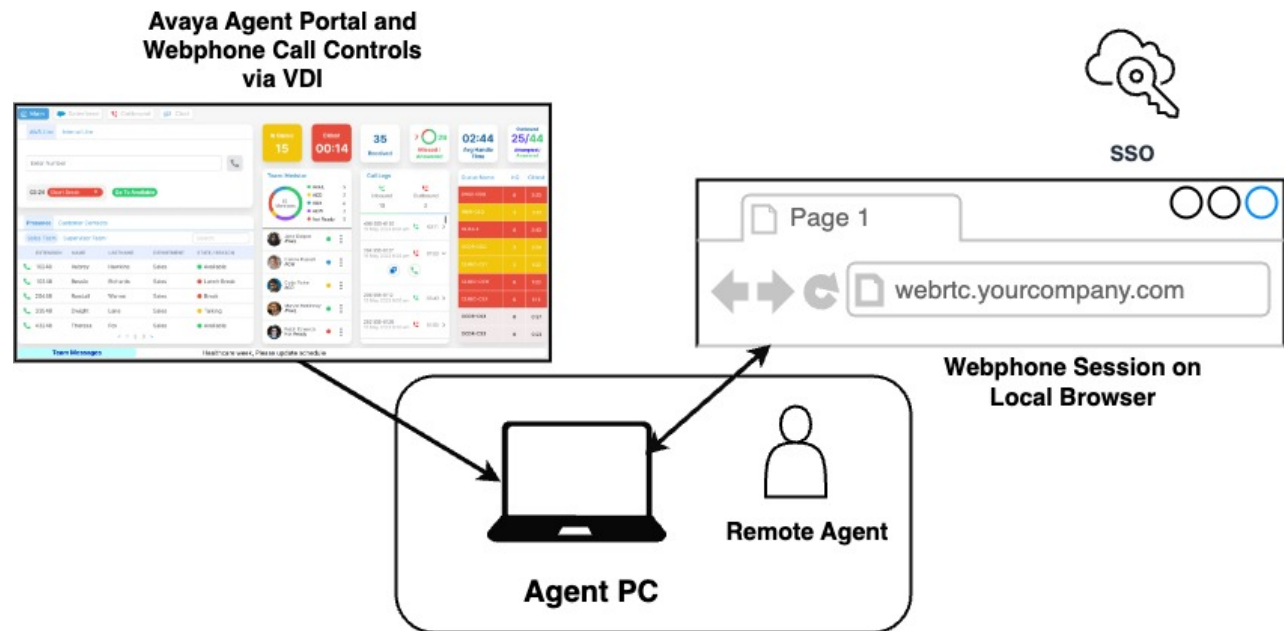
Remote Agents can run Avaya Agent Portal on VDI while Comstice Webphone session runs on the local web browser at agent's PC. Agent will login to Avaya Agent Portal first. Then using a link provided, agent will login to webphone using a local web browser.

Security and High Availability

API Security

All the Comstice APIs are HTTPS-based and encrypted. Comstice Webphone is WebRTC-based, therefore both audio stream and signalling are encrypted.

Audio stream has two call legs;

1. From Voice gateway or internal Avaya phone to Comstice WebRTC Gateway: This leg can be encrypted but often it is not encrypted since it is an internal call

2. From Comstice WebRTC Gateway to Avaya Agent Portal user: This leg of the call is WebRTC-based and it has to be encrypted on signalling (HTTPS) and audio stream (Secure RTP)

Comstice Agent Portal solution offers 1 to 1 redundancy. Web phone and signalling are both running with geo-redundancy.
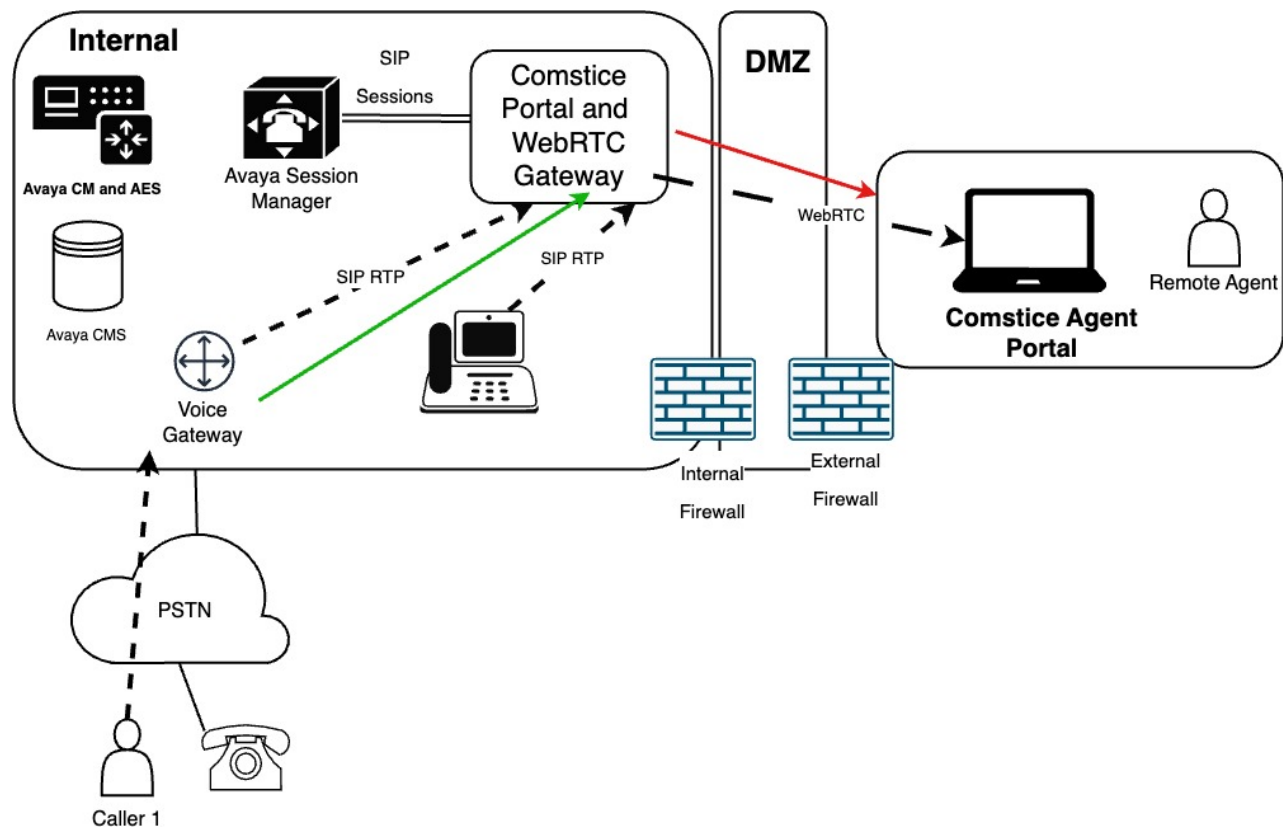
Webphone CODECs and Scalability

Comstice Webphone is WebRTC-based softphone and it uses web browsers for audio and video communication. CODEC is negotiated between Avaya endpoint (voice gateway or Avaya phone) and agent's web browser.

Many modern browsers offer popular codecs given below. Often there is no transcoding needed for Comstice Webphone. Main scalability point is around the bandwidth required for Comstice WebRTC Gateway to handle concurrent calls. Comstice recommends up to 300 concurrent calls per WebRTC Gateway.

G.711 u-law, a-law	Chrome, Firefox, Safari
Opus	Chrome, Firefox, Safari, Edge
iLBC	Chrome, Firefox, Safari
G.722	Chrome, Safari
iSAC	Chrome, Safari

Server Specs and Comstice-Hosted Option

Comstice SIP Proxy SBC and WebRTC Gateway require minimum 8GB RAM 4xvCPUs and 60GB HDD.

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Comstice can host the solution in its cloud . Here is the topology for Comstice-hosted option;