Comstice

Comstice Agent Webphone for Avaya CM and ACD

Data Sheet



Why Comstice Agent Webphone

Comstice Agent Webphone helps to eliminate any need for Avaya AES and implements telephony and agent state change features on a web browser.

Webphone for Call Center Agents

Webphone will help agents to make and receive calls, change agent state and call back recently handled callers. It will act as a WebRTC phone on the browser. Comstice WebRTC Gateway will convert each WebRTC session to SIP and register to Avaya Communicaiton Manager.

Webphone for Enterprise Users

Enterprise users can use webphone as their main softphone, also launch it from their CRM pages for click to dial and screen-pop for the incoming calls.

Agent Login and Agent State Changes

Agent login and agent state changes will be through Comstice Webphone web interface. The login and state change attributes will be communicated using SIP Signaling. Agent Login ID and PIN will be used to login.

Avaya AST Attributes

Comstice will also cater for the custom SIP attributes Avaya CM expects in the SIP signaling.

On-Premises Solution

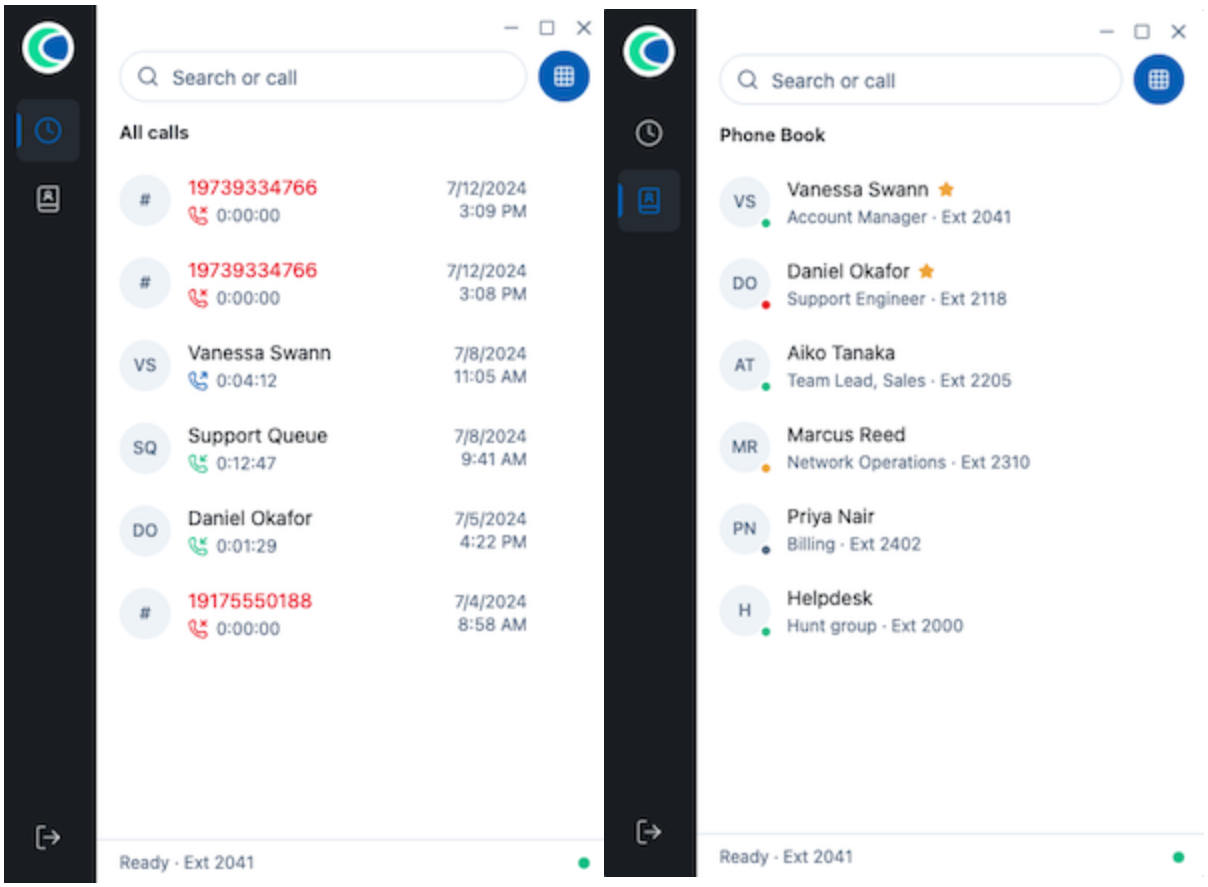
You can run WebRTC Gateway on your network for maximum data privacy.

No VPN Needed

WebRTC phones are fully encrypted; you can run Comstice Webphone from the public internet without any VPN needed.

Avaya Webphone UI

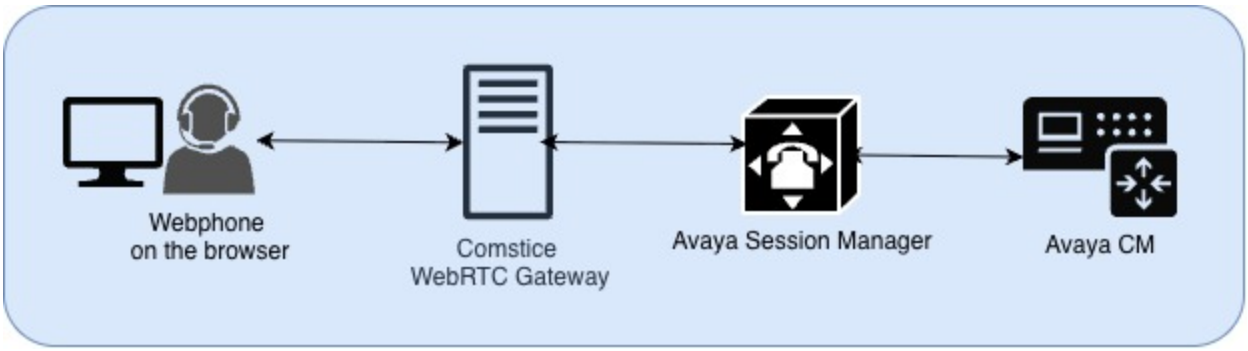
Comstice offers Avaya webphone UI options for various use cases. But you can also write down a brief and your webphone UI can be designed by Comstice.



Solution Topology

Comstice Webphone sessions are handled through Comstice WebRTC Gateway. Webphone then registers into Avaya Session Manager as a SIP endpoint. It sends ACD login and state change features through Avaya FACs over SIP.

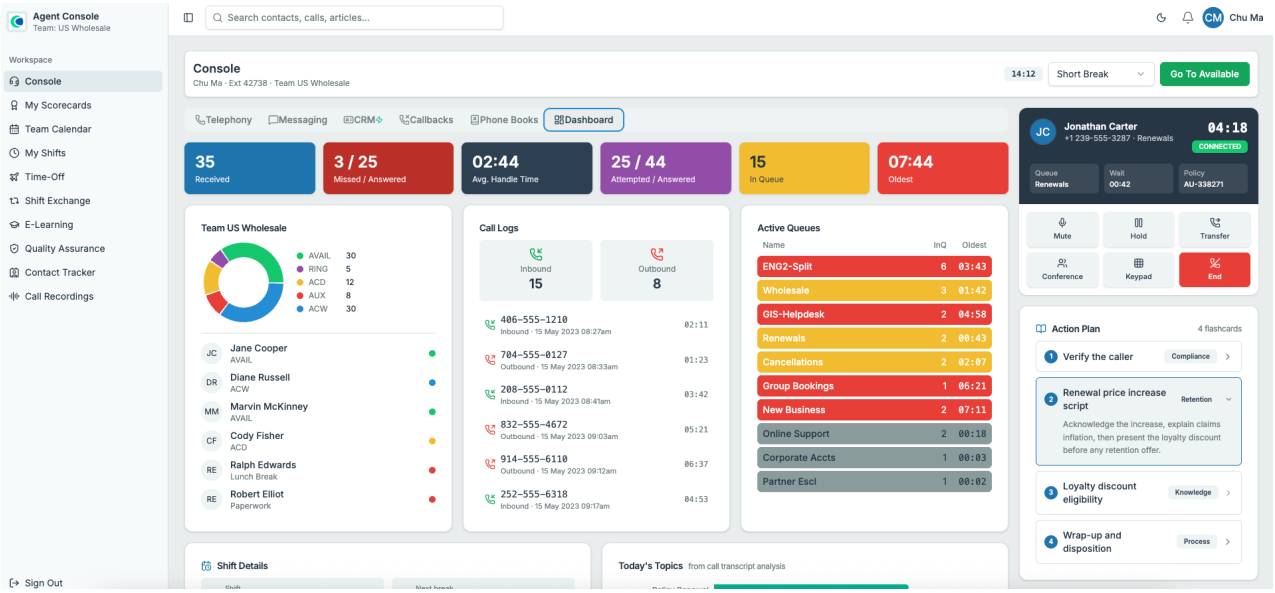
Comstice also supports Avaya AST; Advanced SIP Telephony. Webphone participates in Avaya-specific feature signaling and state synchronization with Communication Manager.



Comstice WebRTC Gateway runs as a virtual server with LinuxOS. It is hosted on your network or it can be hosted by Comstice.

Comstice Agent Portal

Comstice Agent Portal helps agents to login using SSO, change states, make and receive calls, handle mobile text, whatsapp, email and web chats, and access to call backs.

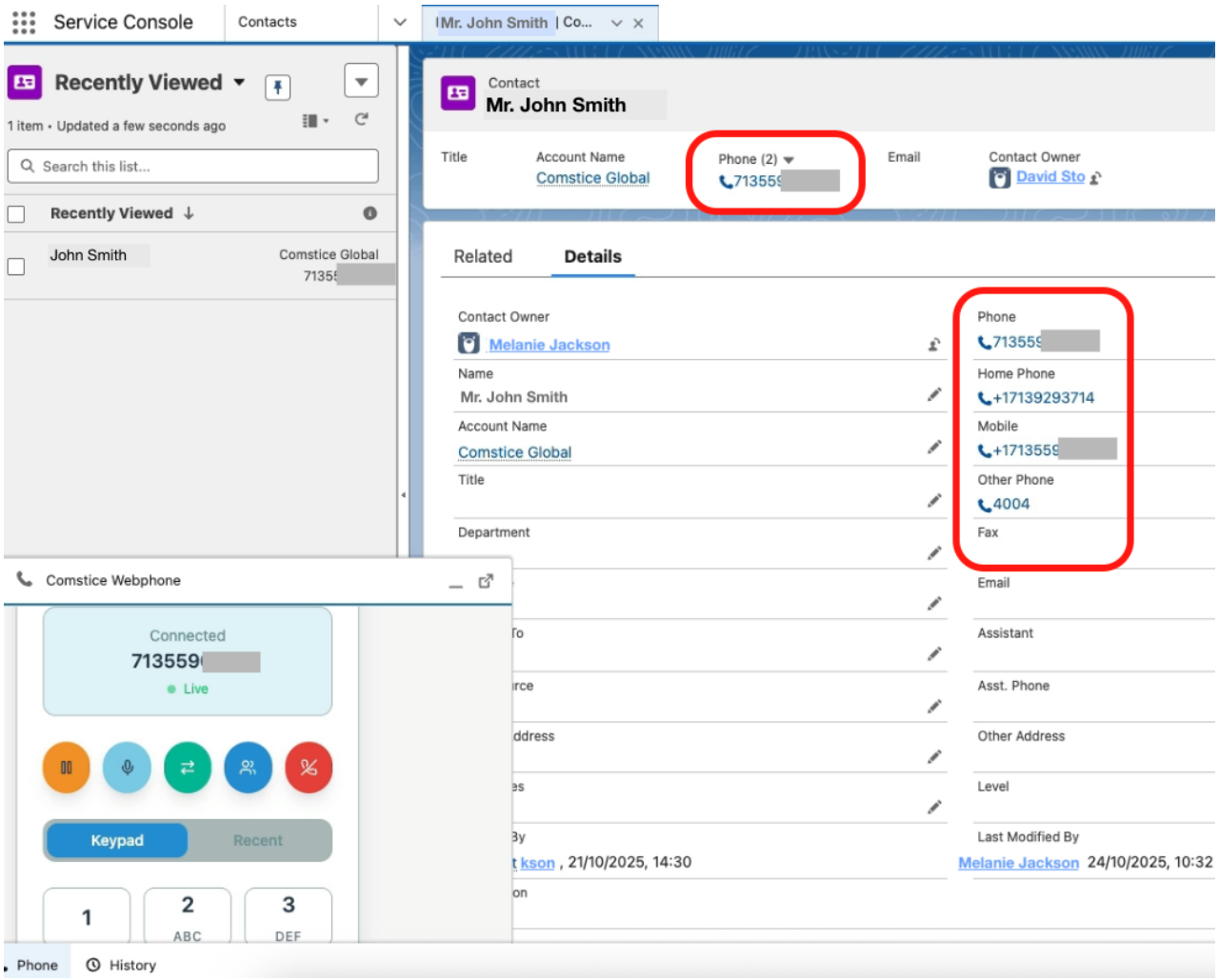


It can also be integrated to the following Comstice Solutions with additional licenses;

- AI Agent Assist
- Real-Time Call Transcript
- Real-Time Sentiment Analysis
- Workforce Management
- Outbound Engagement
- AI Coaching with Comstice Call Recording
- AI Knowledge Base by creating flashcards from recorded call transcripts

CRM Webphone

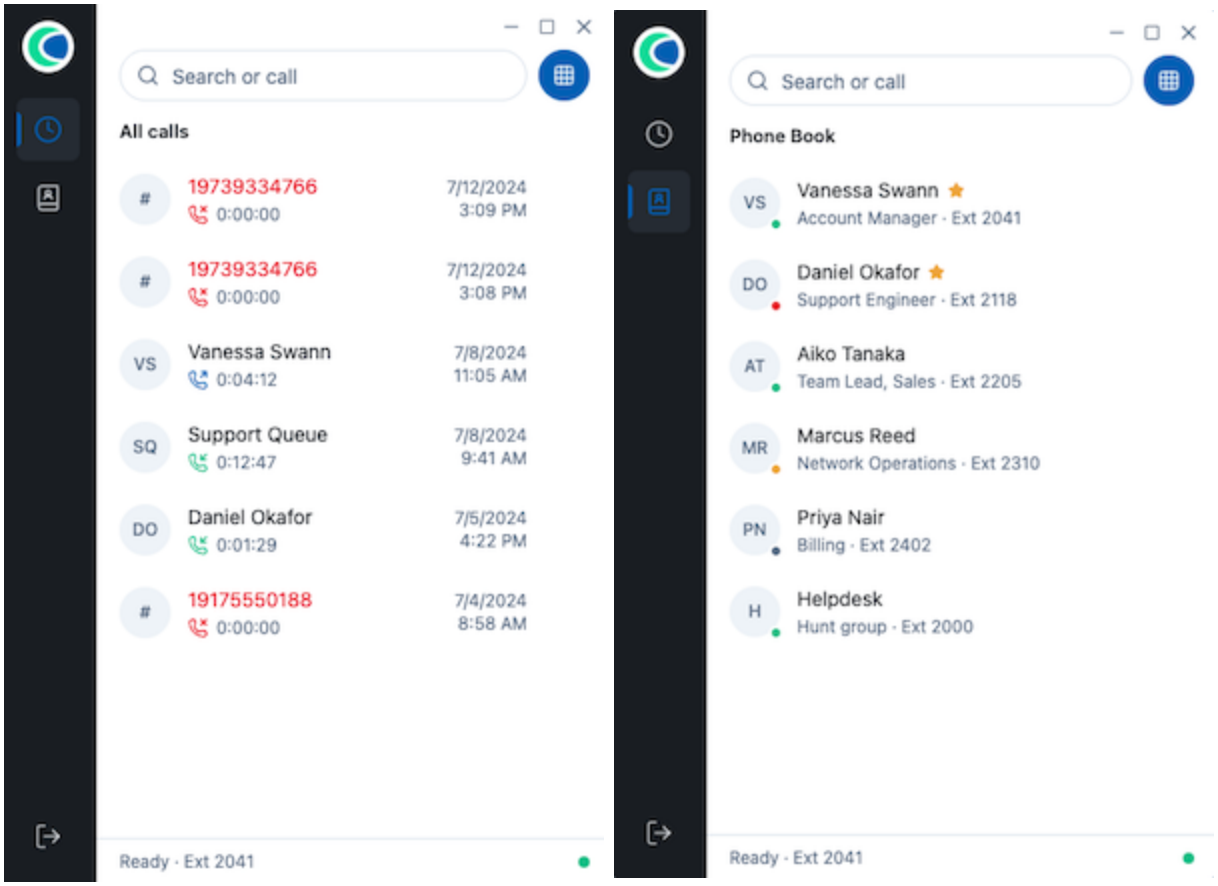
You can also run the webphone inside CRM pages such as Salesforce , Microsoft Dynamics, ServiceNow and EPIC CRM. **The webphone solution is still hosted on your network.**



CRM Webphone offers click to dial and screen-pop inside CRM pages.

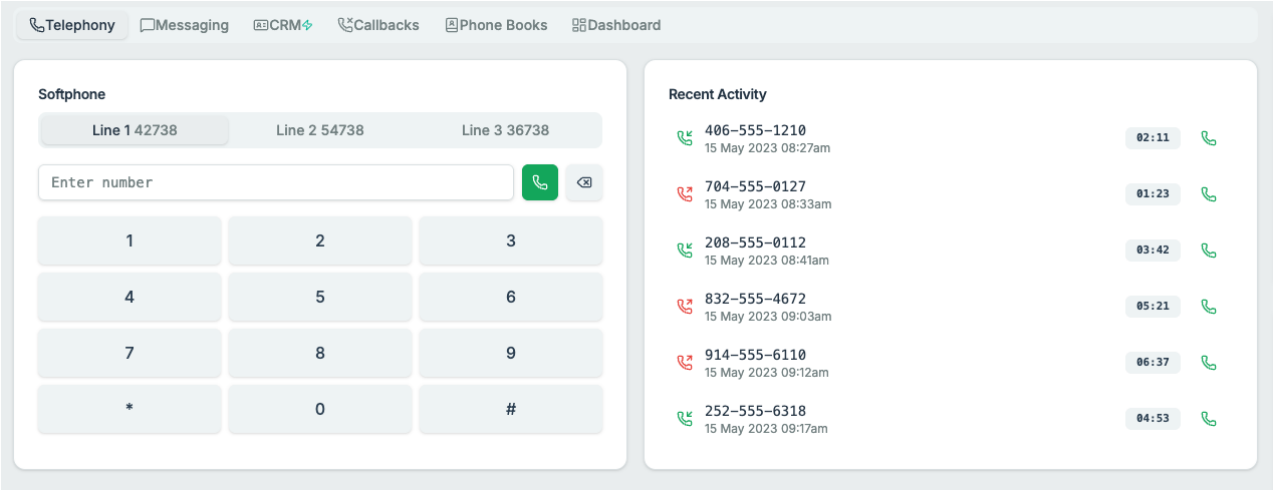
Replace Avaya One-X Communicator

Avaya One-X Communicator, Avaya's legacy H.323 softphone is end of support. Comstice Agent Webphone helps to replace Avaya One-X without any AES licenses. You also will be able to avoid installing anything on agent PCs.



Non-ACD Lines

Comstice Agent Portal supports multiple lines per agent; non-ACD lines can be created per agent.



Comstice Mobile Softphone App

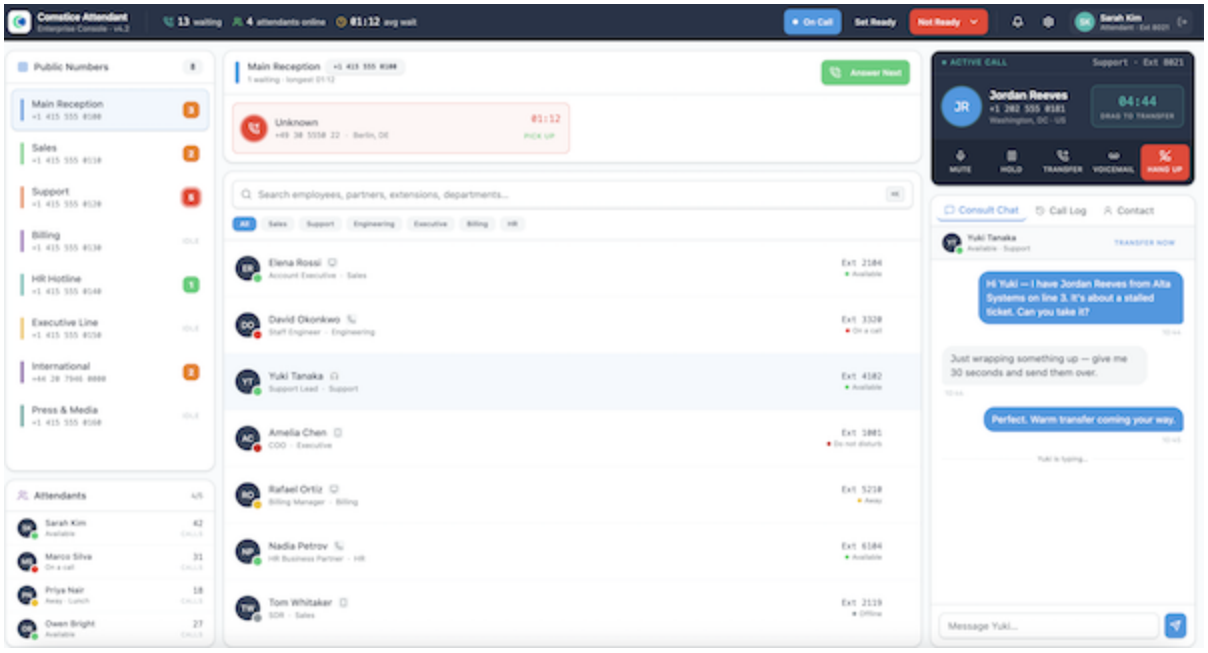
Comstice Mobile Softphone app helps users to login from the mobile device, make and receive calls through Avaya IP-PBX and company DID numbers. It helps users to protect their own mobile phone number.



- record mobile business calls
- protect mobile phone number and use company DID instead
- avoid voicemail on incoming calls; distribute customer calls within team members
- select outbound calling number DID for different projects
- send the call based on the pinned geolocation of the mobile user i.e. no location monitoring

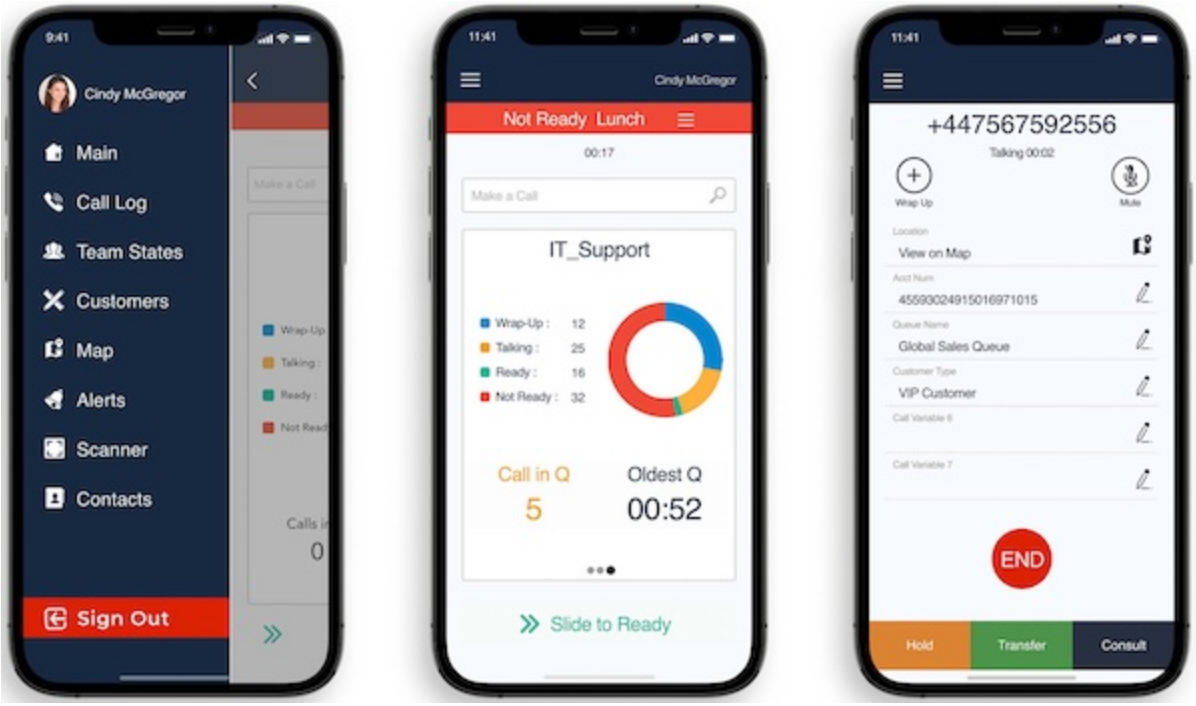
Web Attendant Console

Comstice Web Attendant Console for Avaya handles incoming operator calls, and used to transfer calls to the relevant person or a hunt group. It acts like an ACD agent or a hunt group member, handles incoming calls and transfers them to their final destination without installing anything on agent PC.



Comstice Mobile Agent App

Comstice Mobile Softphone also supports mobile agent app so that agents can login, change state, make and receive ACD calls.



- makes your sales people, medical staff, wealth managers, insurance partners accessible over the mobile phone,
- offers out of hours coverage, especially with mobile chat and WhatsApp messaging features
- enable to distribute calls within the team i.e. if the salesperson is not available, the call will automatically go to sales desk instead of voicemail
- select calling number DID for different projects
- send the call to other team members when mobile user is not available

Support

Comstice offers a break-fix support for all the solutions. Priority support is included in all the subscriptions as long as the solution is deployed with N+1 redundancy. SLA is one hour response and up to four hours fix, based around all the depedencies of each solution. Support is available 24/7. Tickets can be raised by the client's IT personnel that has already followed the troubleshooting steps provided during the Administrator Training delivered as part of the project. Comstice does not accept tickets directly from the end users.

Tickets can be opened from https://comstice.com/support, by sending an email to support@comstice.com , SMS text, WhatsApp from comstice.com or by calling +1 713 929 3714 (Option 2)

Questions regarding model training will be handled during office hours.. Only break-fix support is handled on the SLA with 24/7 coverage.

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Thank You

Please contact sales@comstice.com
for demos and callback.