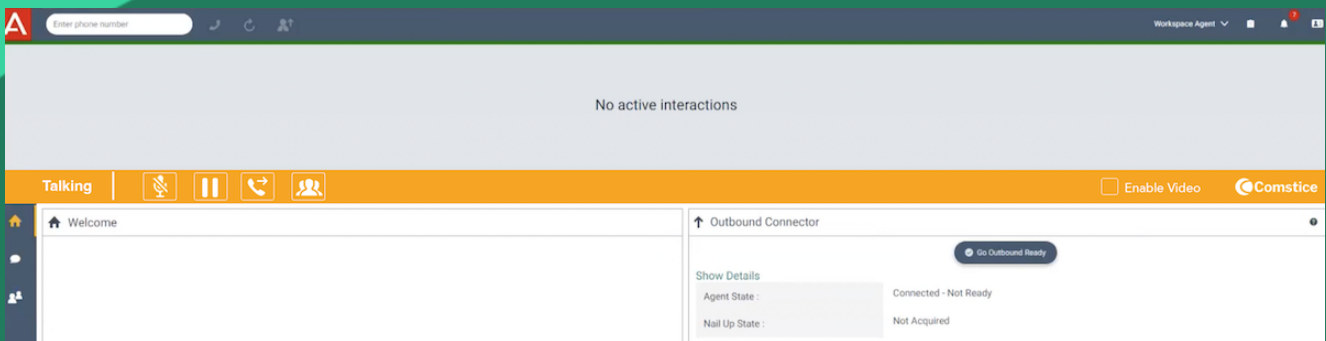


Avaya Workplaces Webphone Widget

Data Sheet

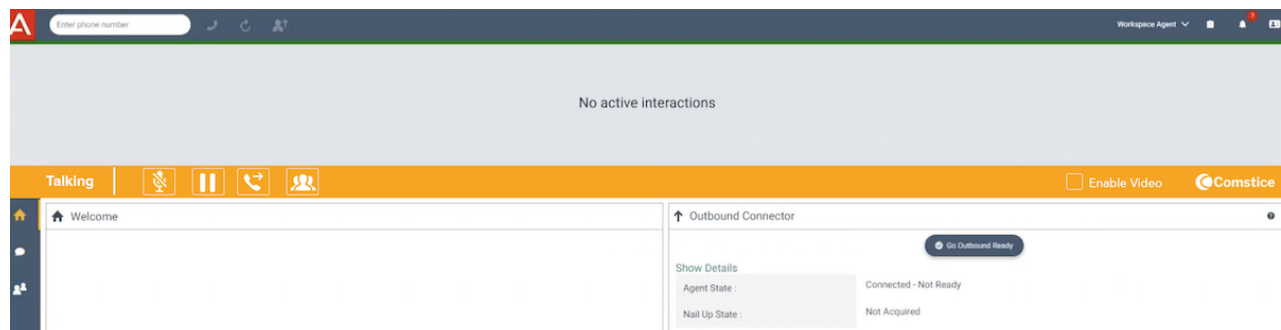


Comstice Webphone Widget

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

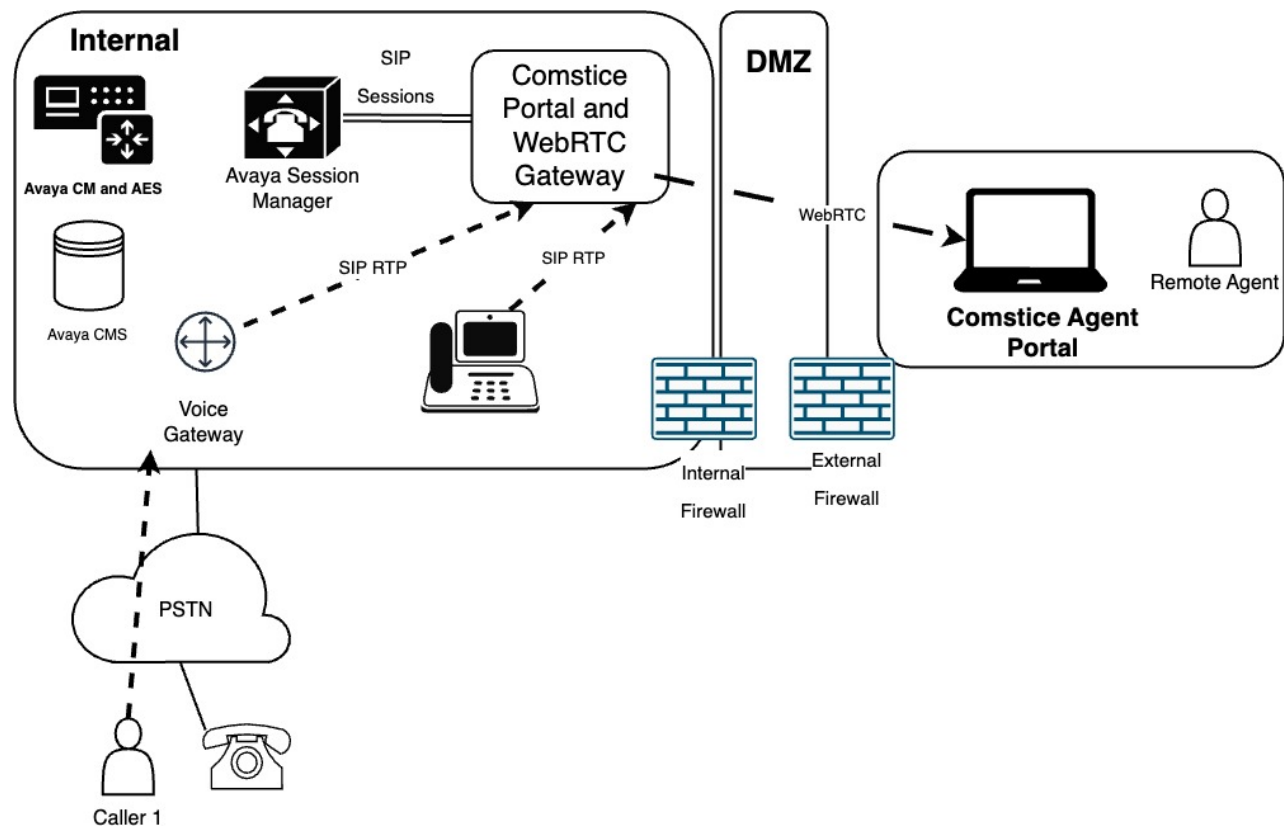
Agent can have call center line managed from the web interface. It can also include a webphone, browser-based WebRTC phone for call center agents.



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.

Topology

Comstice Webphone communicates with Avaya Session Manager for SIP and webphone features.



Comstice Webphone is a WebRTC phone which registers to Comstice WebRTC gateway. It converts WebRTC session to SIP and registers webphone sessions to Avaya Session Manager.

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

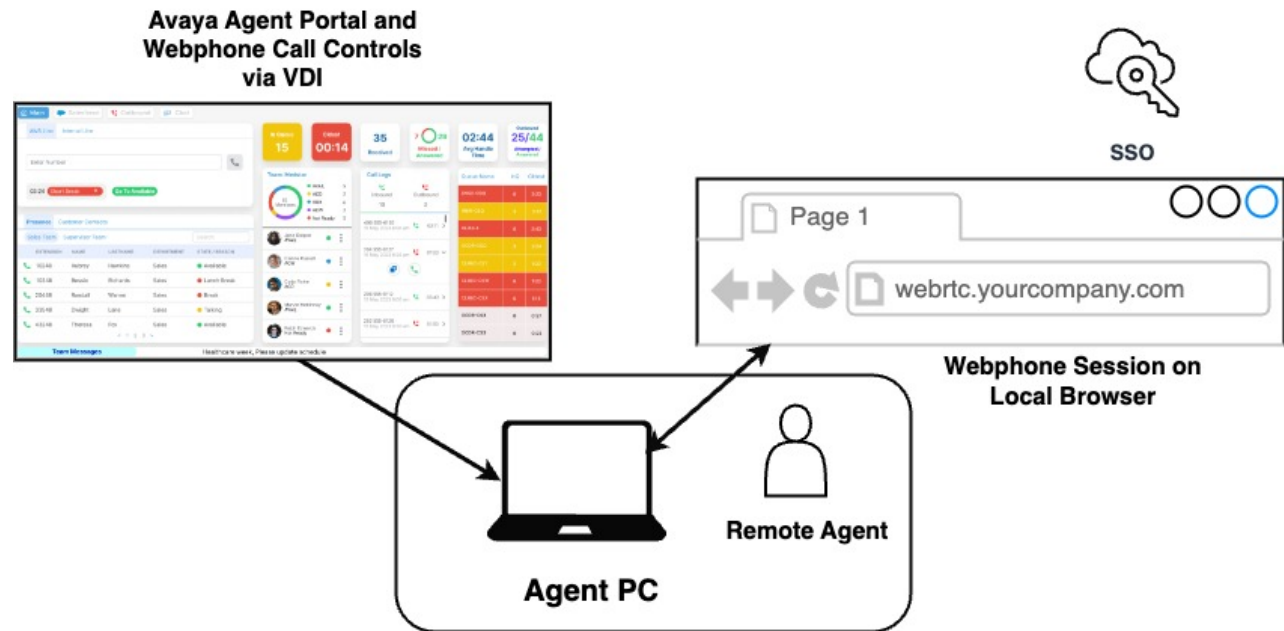
Supervisor Silent Monitoring

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

Using 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 Workplaces on VDI while Comstice Webphone session runs on the local web browser at agent's PC. Agent will login to Avaya Workplaces first. Then using a link provided, agent will login to webphone using a local web browser.

Security and High Availability

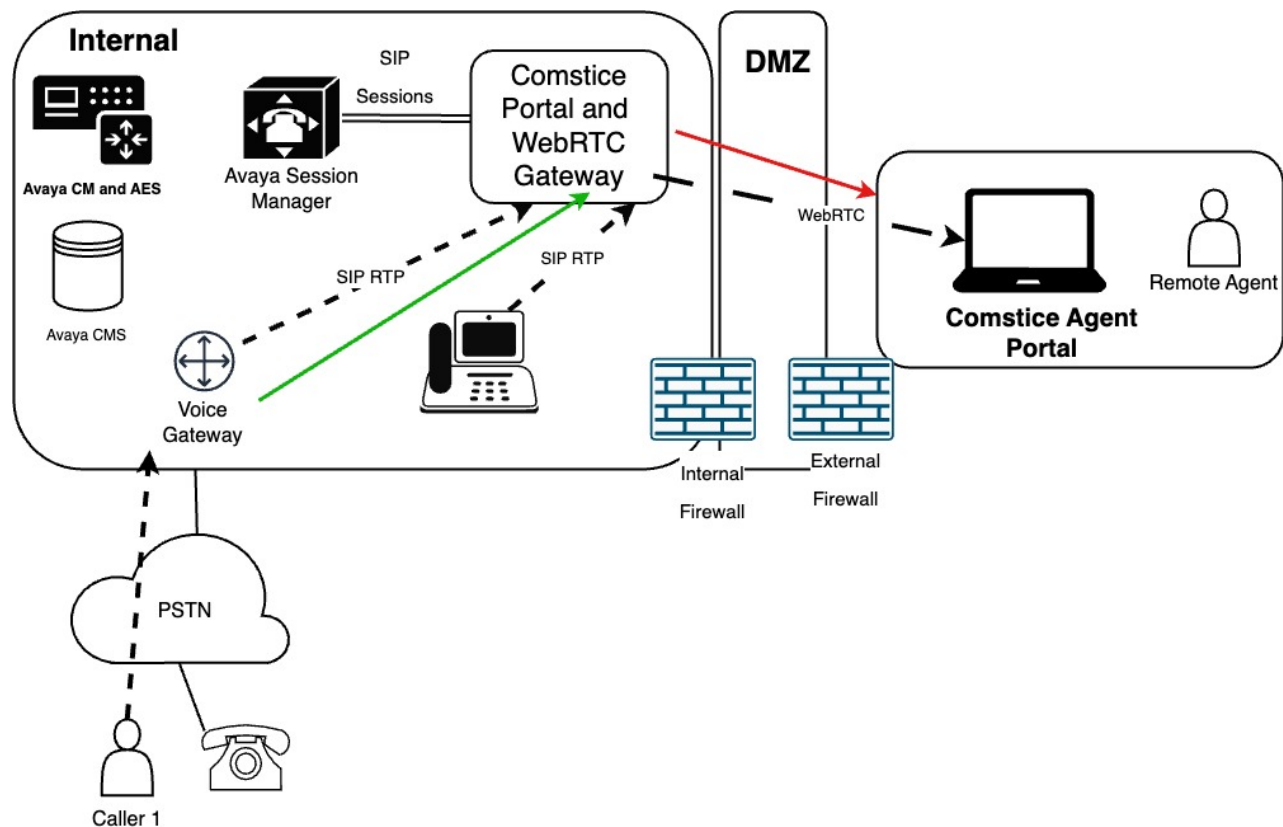
API Security

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.



CODECs, Server Specs and Comstice-Hosted Option

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

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

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

