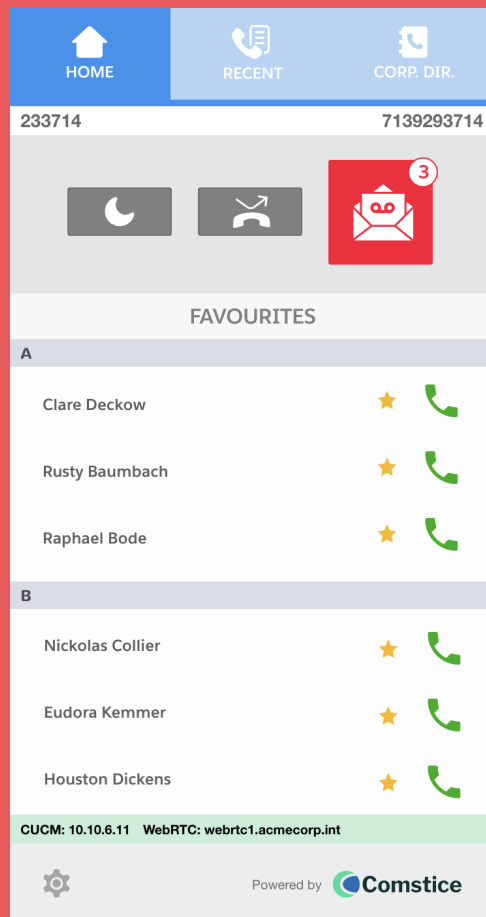


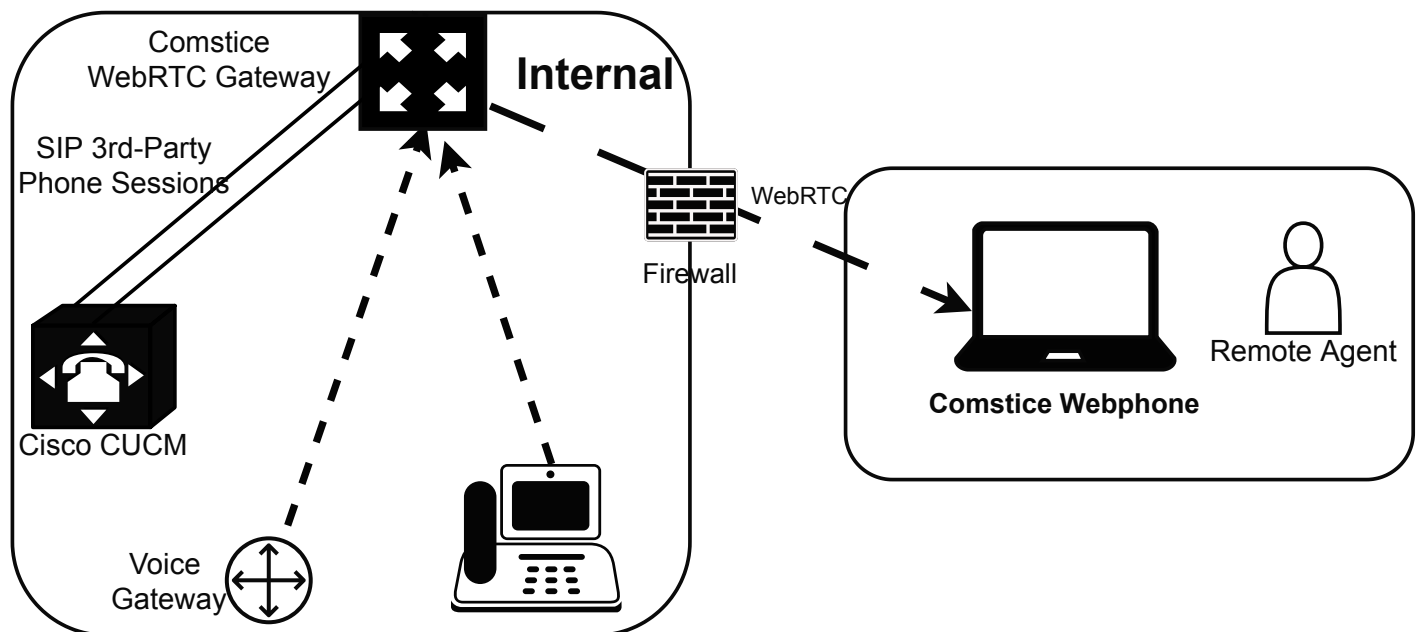
Cisco Callmanager Webphone

Data Sheet



Cisco CUCM Webphone

Comstice offers a webphone solution; a WebRTC phone which can register to Cisco CUCM as a 3rd-party SIP device. It helps used to login from a web browser, make and receive calls without any installation required on the user's PC, Jabber or physical Cisco Phone.



Comstice Webphone registers with Comstice WebRTC Gateway. WebRTC gateway converts this session to a SIP session and registers each session as a third-party SIP phone on Cisco CUCM.

When there is a new call to Webphone, Cisco CUCM sends the call to the extension of the WebRTC session. WebRTC gateway converts SIP signal to WebRTC and sends the call request to WebRTC session via HTTPS.

Cisco phone/gateway and WebRTC browser session negotiate codecs and the call starts. CODECs supported by the browsers are given in the next page.

Supported CODECs and FAQ

CODEC	Browsers Supported
G.711 u-law / a-law	Chrome, Firefox, Safari
G.722	Chrome, Firefox, Safari
Opus	Chrome, Firefox, Safari, Edge
iLBC	Chrome, Safari

Q: Can I integrate this inside CRM pages?

A: Yes, you can add this inside the CRM pages for easy callbacks and contact details for the caller

Q: Does it support video?

A: Yes, as part of the WebRTC stack, it supports video for SIP and WebRTC.

Q: Which OS are supported?

A: Windows, Linux and Mac. Any web browser that supports standard WebRTC will be supported. Mobile browsers currently do not support WebRTC.

Q: Does it provide Presence information?

A: Comstice Webphone provides CUCM presence information which shows whether the destination device is registered/idle, on the phone or DND.

Use Cases

Comstice Webphone can be used as a replacement to Cisco Jabber, an installed app on the user's PC. User can access to Comstice CUCM Webphone with no installation required on the user's PC.

Better Data Privacy

Enterprise users can access company phone from browser, make and receive calls with no installation on the device required. There is no user data stored on the PC and everything is centralized.

Different Design Options

Comstice can provide different design options based on the business needs of the client.

Hunt Grouping

Users can be part of a CUCM Hunt Group to receive calls from the hunt group. Comstice Webphone DND feature helps the user to avoid hunt group calls when they are busy

Mobile Softphone

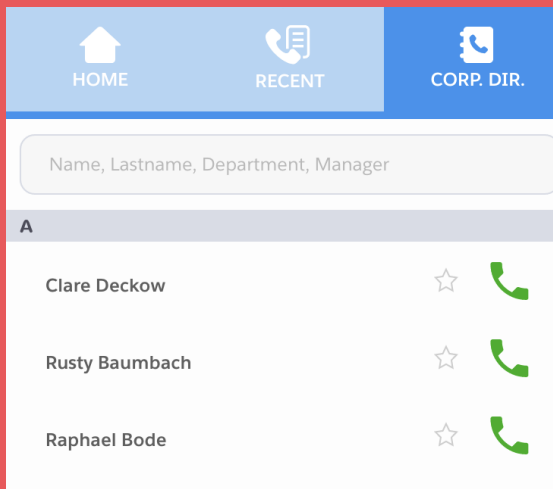
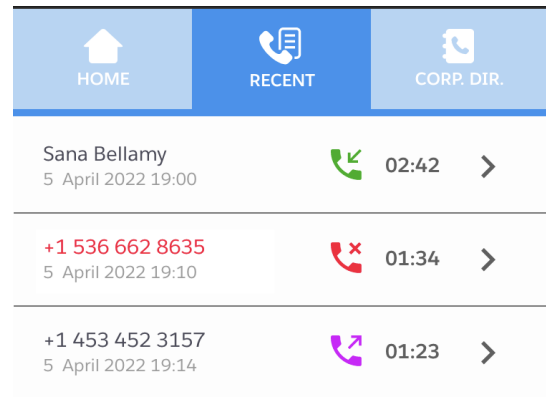
Comstice Webphone user can also switch between desktop webphone and mobile softphone (separate product) to maximise their accessibility without sharing their mobile phone number.

CRM Integration

Comstice Webphone can also be integrated inside the CRM pages to make calls directly from the webpage.

Recent Calls

List of recent calls with callback option.



Corp. Directory

Access to the contacts in Cisco CUCM Corporate Directory

Call Control

Call control features to transfer, hold, conference and mute. Display of calling name where available.

