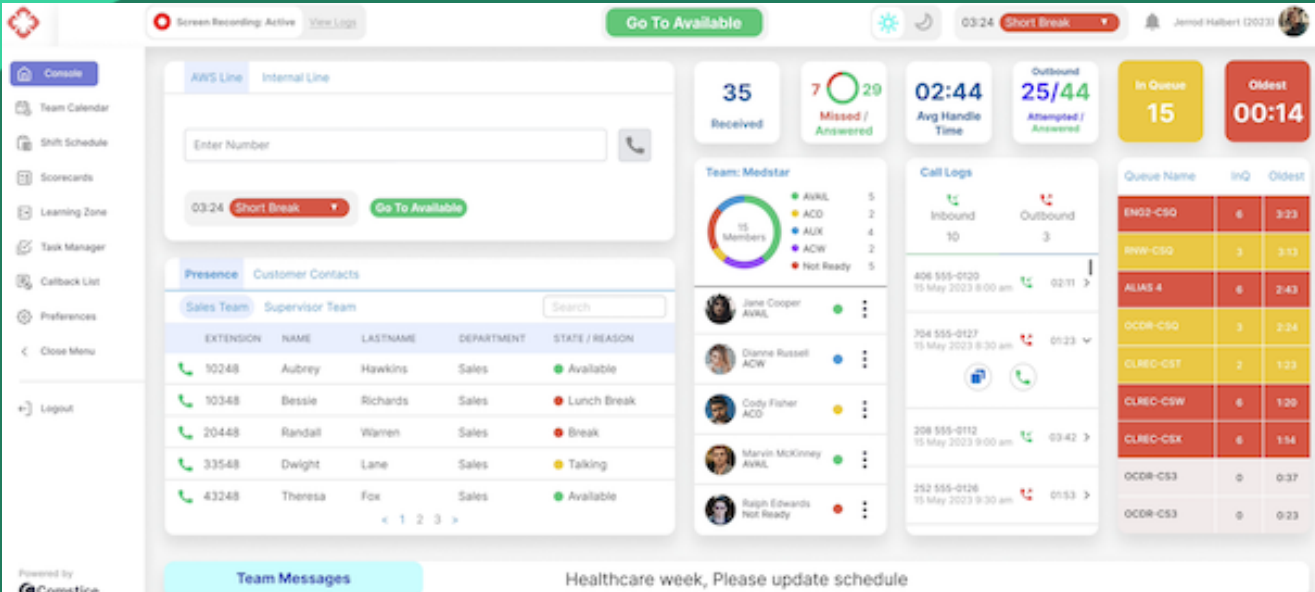


# Cisco Finesse Agent Portal

## Data Sheet



The screenshot displays the Cisco Finesse Agent Portal interface. At the top, there is a navigation bar with a 'Go To Available' button and a status indicator '03:24 Short Break'. The main dashboard is divided into several sections:

- Top Metrics:**
  - Received: 35
  - Missed / Answered: 7 / 29
  - Avg Handle Time: 02:44
  - Outbound Attempted / Answered: 25 / 44
  - In Queue: 15
  - Oldest: 00:14
- Team: Modstar:** A donut chart showing team status: 15 Members. Legend:
  - AWRL: 5
  - ACD: 2
  - AUX: 4
  - ACW: 2
  - Not Ready: 5
- Call Logs:** A list of recent calls with details like number, time, and status.
- Queue Name Table:**

Queue Name	INQ	Oldest
ENQ2-CSQ	6	3:23
RNW-CSQ	3	3:13
ALIAS 4	6	2:43
OCOR-CSQ	3	2:24
CLREC-CET	2	1:23
CLREC-CSW	6	1:20
CLREC-CEX	6	1:14
OCOR-CS3	0	0:37
OCOR-CS3	0	0:23
- Presence / Customer Contacts:** A table listing team members and their status.
 

EXTENSION	NAME	LASTNAME	DEPARTMENT	STATE / REASON
10248	Aubrey	Hawkins	Sales	Available
10348	Bessie	Richards	Sales	Lunch Break
20448	Randall	Warren	Sales	Break
33548	Dwight	Lane	Sales	Talking
43248	Theresa	Fox	Sales	Available
- Team Messages:** A message at the bottom reads: "Healthcare week, Please update schedule".

# Comstice Agent Portal for Cisco Finesse

Cisco Finesse Agent Portal is a web experience interface for Cisco UCCE, UCCX, WebexCC and WebexCCE 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.

Screen Recording: Active [View Logs](#) Go To A

Console

- Team Calendar
- Shift Schedule
- Scorecards
- Learning Zone
- Task Manager
- Callback List
- Preferences
- Close Menu
- Logout

Call Center Line Personal Line

Enter Number

03:24 Short Break Go To Available

Presence Customer Contacts

Sales Team Supervisor Team

EXTENSION	NAME	LASTNAME	DEPARTMENT	STATE / REASON
10248	Aubrey	Hawkins	Sales	Available
10348	Bessie	Richards	Sales	Lunch Break
20448	Randall	Warren	Sales	Break
33548	Dwight	Lane	Sales	Talking
43248	Theresa	Fox	Sales	Available

< 1 2 3 >

Powered by Comstice Team Messages Healthcare we

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 portal.

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".

The screenshot displays the Comstice Agent Portal interface. At the top, there is a status bar with a green 'available' button, a settings gear icon, a clock showing '03:24' with a 'Short Break' dropdown, and a user profile for 'Jerrod Halbert (2023)'.

The main dashboard features several key metrics:

- 35 Received**: Total calls received.
- 7 Missed / 29 Answered**: Call status breakdown.
- 02:44 Avg Handle Time**: Average time spent on calls.
- Outbound 25/44 Attempted / Answered**: Outbound call performance.
- In Queue 15**: Number of calls waiting to be answered.
- Oldest 00:14**: Time the longest waiting call has been in the queue.

The **Team: Medstar** section shows a donut chart for 15 members and a list of their states:

State	Count
AVAIL	5
ACD	2
AUX	4
ACW	2
Not Ready	5

The **Call Logs** section displays a list of recent calls with details like phone number, date, time, and status (Inbound/Outbound).

The **Queue** section shows a table of active queues:

Queue Name	InQ	Oldest
ENG2-CSQ	6	3:23
RNW-CSQ	3	3:13
ALIAS 4	6	2:43
OCDR-CSQ	3	2:24
CLREC-CST	2	1:23
CLREC-CSW	6	1:20
CLREC-CSX	6	1:14
OCDR-CS3	0	0:37
OCDR-CS3	0	0:23

At the bottom, there is a text input field containing the text: 'ek, Please update schedule'.

# 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.

The screenshot displays the Outbound section interface. On the left, there is a search bar and a status indicator showing 'Available' with a timer at '00:01'. Below this is a 'Dialer Campaigns' table with columns for 'CAMPAIGN NAME' and 'ACTIONS'. The campaigns listed are 'Loyalty Program', 'Customer Appreciation Days', and 'Charity Partnerships', each with a 'Go To Ready' action link.

On the right, there is a table titled 'Recently Abandoned Calls' with columns: 'PHONE', 'DATE/TIME', 'QUEUE', 'DUR', and 'RESULT CODE'. The table contains 10 rows of call records, all with the phone number '(907) 555-0101' and date 'Dec 30, 2023 05:18'. The 'RESULT CODE' column includes 'Security Check', 'Cancellation', and 'Renewal'. Each row has an 'Accept' link. The first row also includes a 'Sure?' prompt with 'Yes' and 'Cancel' options.

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
(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	Cancellation	Accept
(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	Security Check	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	Renewal	Accept

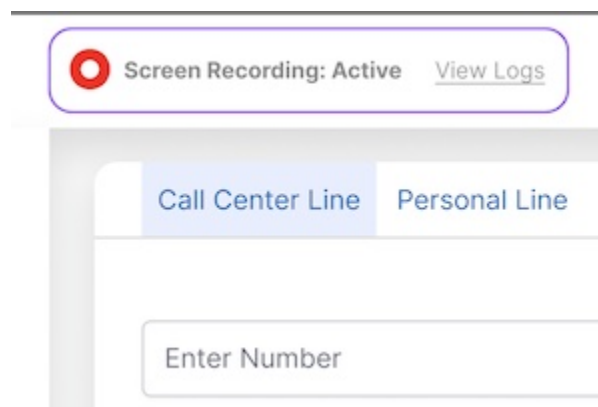
CRM platform can create tasks as automated callback lists. These tasks can be accessed from the Agent Portal as well.

# Agent Screen Recording

Comstice Agent Portal can also help to record agent full screen for compliance and training. Screen recording may also 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

Cisco Finesse 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.

The screenshot displays the Team Calendar interface. At the top, there is a navigation bar with a 'Go To Available' button, a settings icon, and a status indicator showing '03:24 Short Break'. On the left, a sidebar menu lists various system features: Console, Outbound, Team Calendar (highlighted), Shift Schedule, Scorecards, Learning Zone, Task Manager, Callback List, Preferences, Close Menu, and Logout. Below the sidebar, it says 'Powered by Comstice'.

The main area is titled 'Busy Codes' and shows a calendar for April 2022. The calendar grid has columns for days of the week (Mon-Sun) and rows for dates. Busy codes are represented by colored bars across the calendar cells, with agent names listed next to them. The busy codes include: Paid Time-Off (blue), Sick Leave (red), Family Urgency (light blue), Personal Time Off (green), Sabbatical (orange), and Late Arrival (teal). There is also an 'Add New' button with a plus sign.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
All Day	Josh Haworth					
All Day	Kady Allen					
All Day			Emma Almond			
8	9	10	11	12	13	14
All Day	Gerd Rostam			8AM- 11AM Gerd..		
		All Day	Anton Eliza			
15	16	17	18	19	20	21
22	23	24	25	26	27	28
			All Day	Anton Eliza		
29	30	1	2	3	4	5

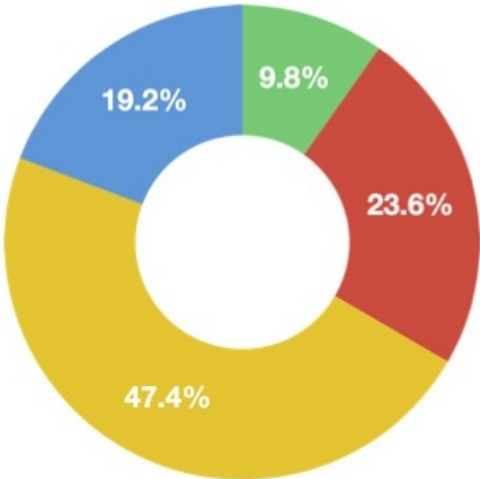
# Agent Scorecard

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



- Idle Time
- Not Ready
- Talk Time
- Extended Wrap

## 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

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

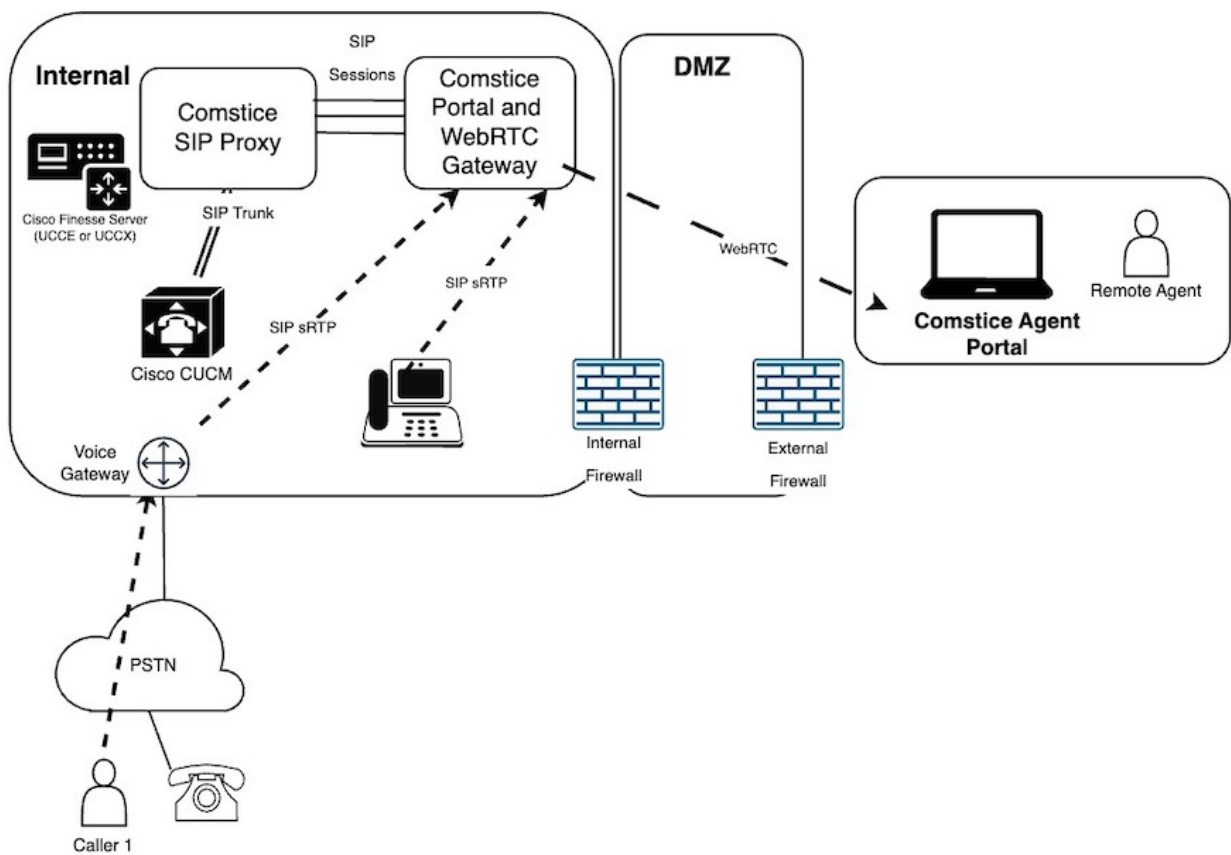


# Topology

Comstice solution communicates with Cisco Finesse for call control and agent state features and Cisco CUCM 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 Comstice SIP Proxy / SBC as SIP Phones. Comstice SIP SBC can communicate with Cisco CUCM via SIP Trunk.

Comstice Webphone acts as a SIP phone on the web browser without any security vulnerabilities of SIP.



# Single Sign-On and Silent Monitoring

## **SSO**

Comstice Cisco Finesse 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 Cisco agent Login ID and logs the agent in after a successful SSO.

No SSO integration required at Cisco end, although Cisco SSO is also supported.

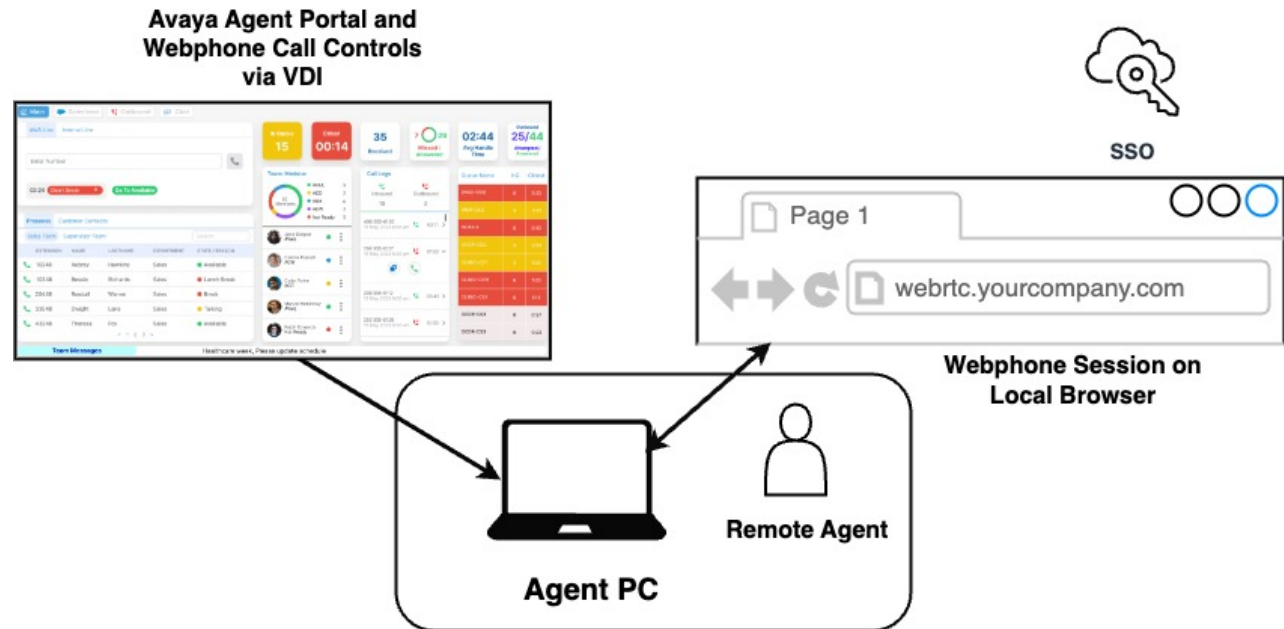
## **Silent Monitoring**

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

# Security and High Availability

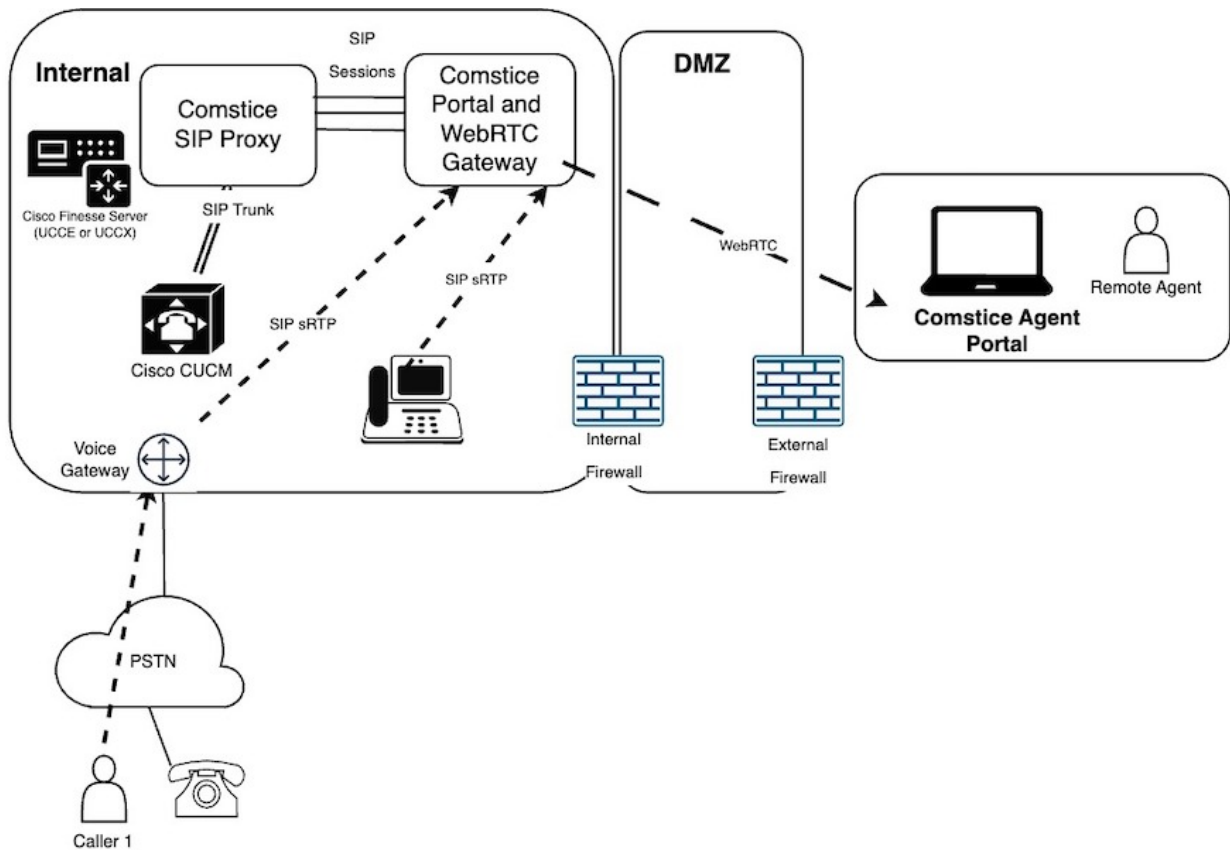
## API Security

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 Cisco 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 Cisco 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 1:1 redundancy. Web phone and signalling can both run 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 Cisco endpoint (voice gateway or Cisco 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.

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

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

