Comstice

Comstice Mobile Softphone for Cisco Finesse

Data Sheet

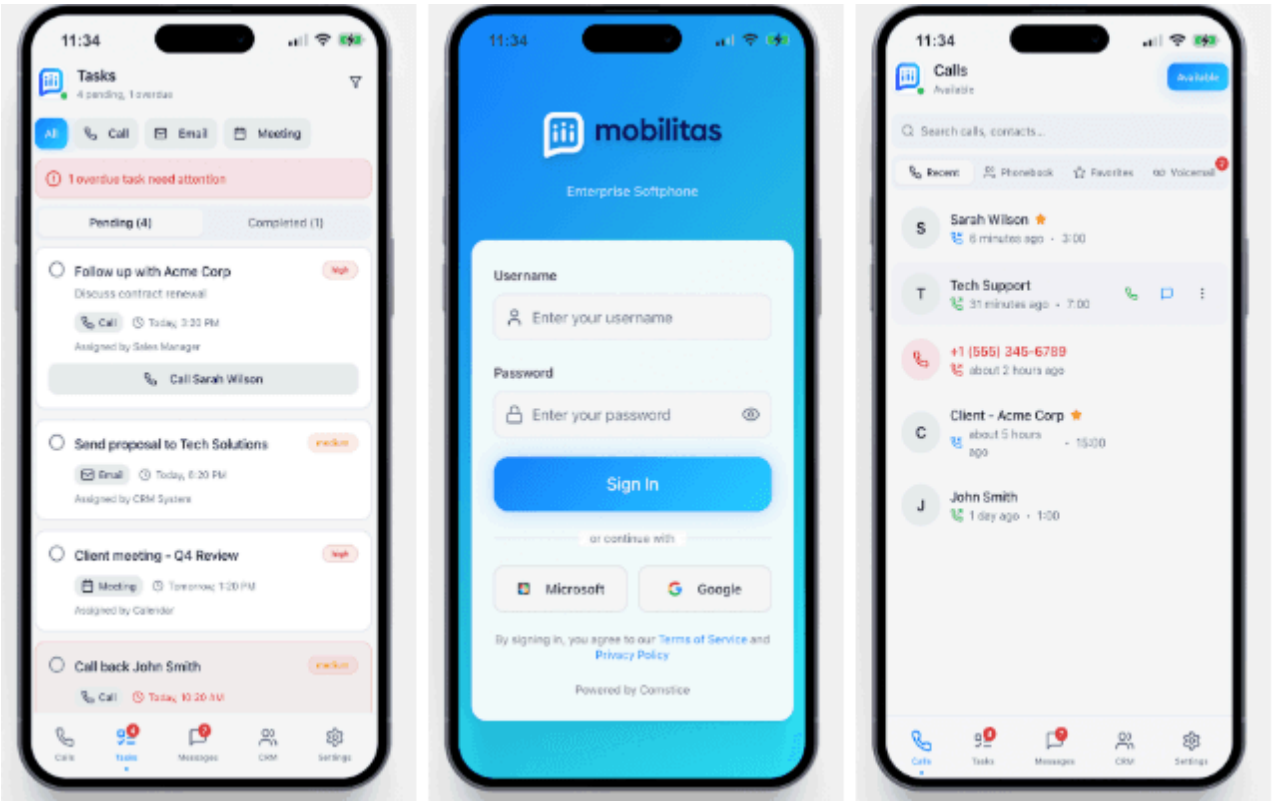


What Is Comstice Mobile Softphone

Comstice Mobile Softphone helps companies to roll out mobile business calling and texting features to their employees and partners. Users can make and receive calls using Comstice Mobile Softphone, handle text chats, WhatsApp chats and emails with the customers.

Business Benefits

- Monitoring and recording mobile communications with the customers
- Updating mobile calls with the customers on your CRM platform
- Making and receiving customer texts, Whatsapp and emails.
- Protecting mobile phone numbers and using company DID numbers instead.
- Making yourself unavailable outside the working hours.
- Select different DIDs for different projects when making calls
- Set rough geo-location for location-based contact routing
- Single sign-on authentication



Comstice Mobile Softphone Benefits

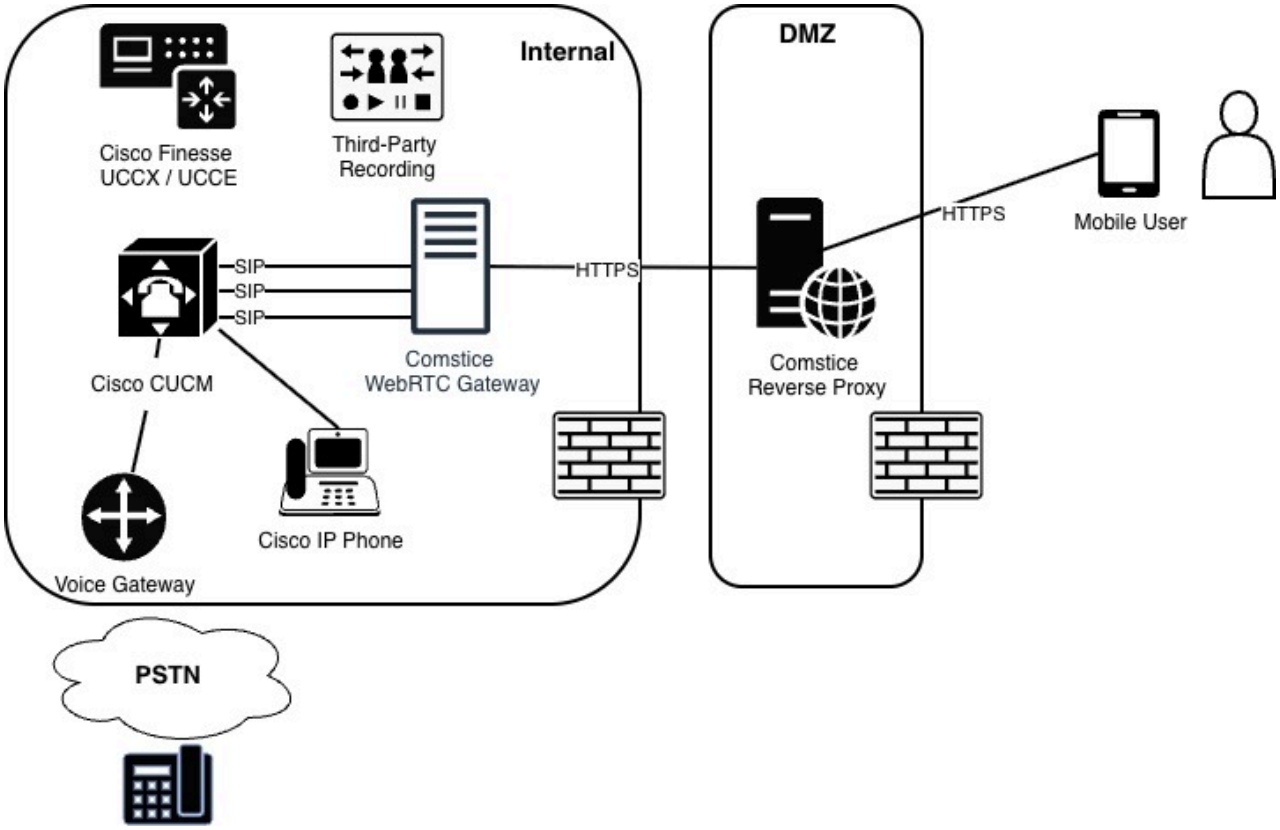
Business Benefits of Messaging

- **More visibility on mobile commucations with the customers:** Record and report mobile business calls and chats with the customers.
- **Text Messaging as a Primary Channel:** Make persistent and mobile messaging the primary channel of customer service communication
- **Always-On Channel with Customers:** Messaging channels are always open to the customer, who can ask questions before making any calls.
- **Avoid Chat Timeouts:** Unlike live webchat, persistent chats do not need to time out quickly; delays in mobile messaging and emails are tolerated.
- **Assign Account Manager to Every Customer:** By making texting as an efficient way of communication, you can assign large number of of customers to your customer service reps. They can handle customer texts and emails within the service level time window.
- **Distribute Customer Conversations to Partners:** In case customers need to interact with your partners, resellers and franchisees, they can use the mobile softphone for the customer interactions.
- **Avoid unanswered Customer Voicemails no mobile users:** Many mobile business users fail to respond customer voicemails on time. By setting them unavailable, you can re-route the call to an available team member or sales support desk and avoid mobile voicemails.
- **Out of hours coverage for business:** Comstice Mobile Softphone includes a simple on-call scheduler for your users to be on-call
- **Location-Based distribution of the calls:** Users can set their rough location on their mobile app. If there are customer calls to that area, we can redirect those calls to the nearest representative.

Topology

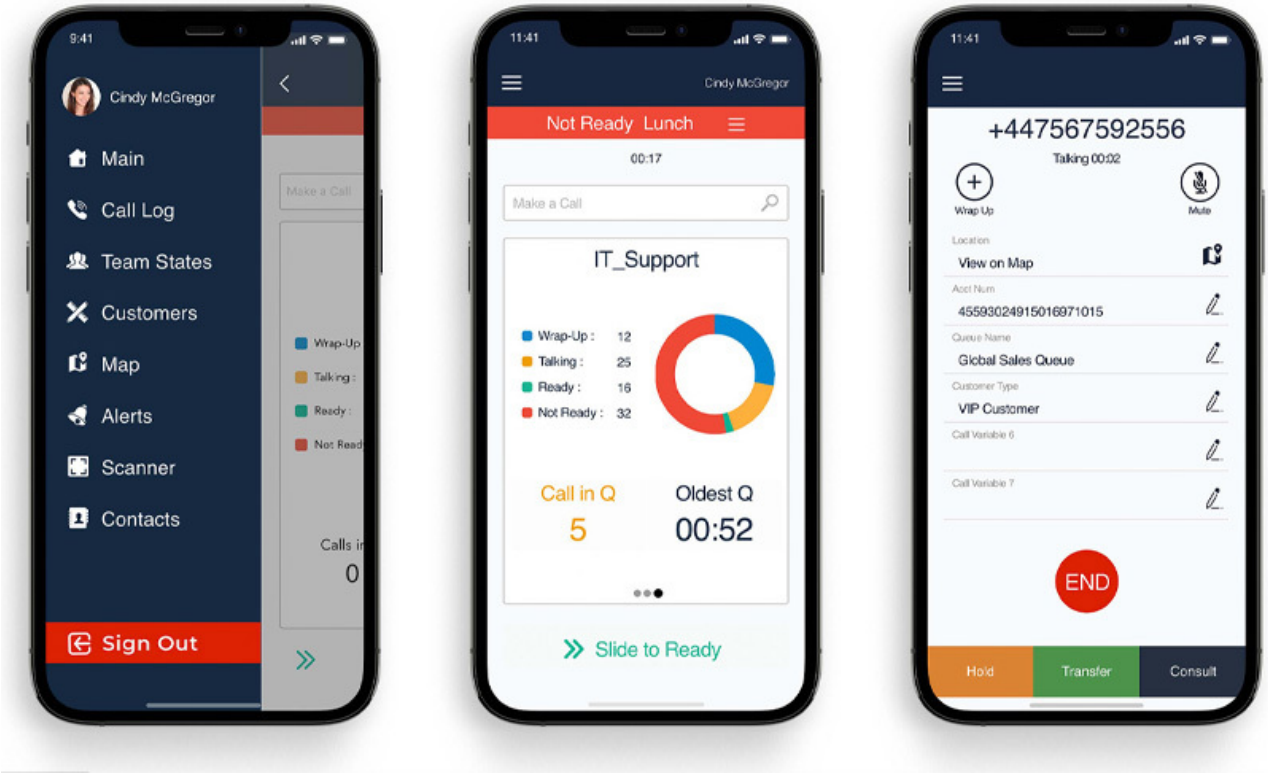
Comstice Mobile Softphone communicates with Comstice WebRTC Gateway. Comstice Reverse Proxy creates extra layer of security for mobile app users on the public internet.

WebRTC sessions are converted to SIP and register as Cisco CSF devices. WebRTC gateway also provides the audio stream for built-in bridge recording.



Cisco Finesse Mobile Softphone

Cisco Finesse Mobile Softphone is used by the experts and the call center reps. Comstice



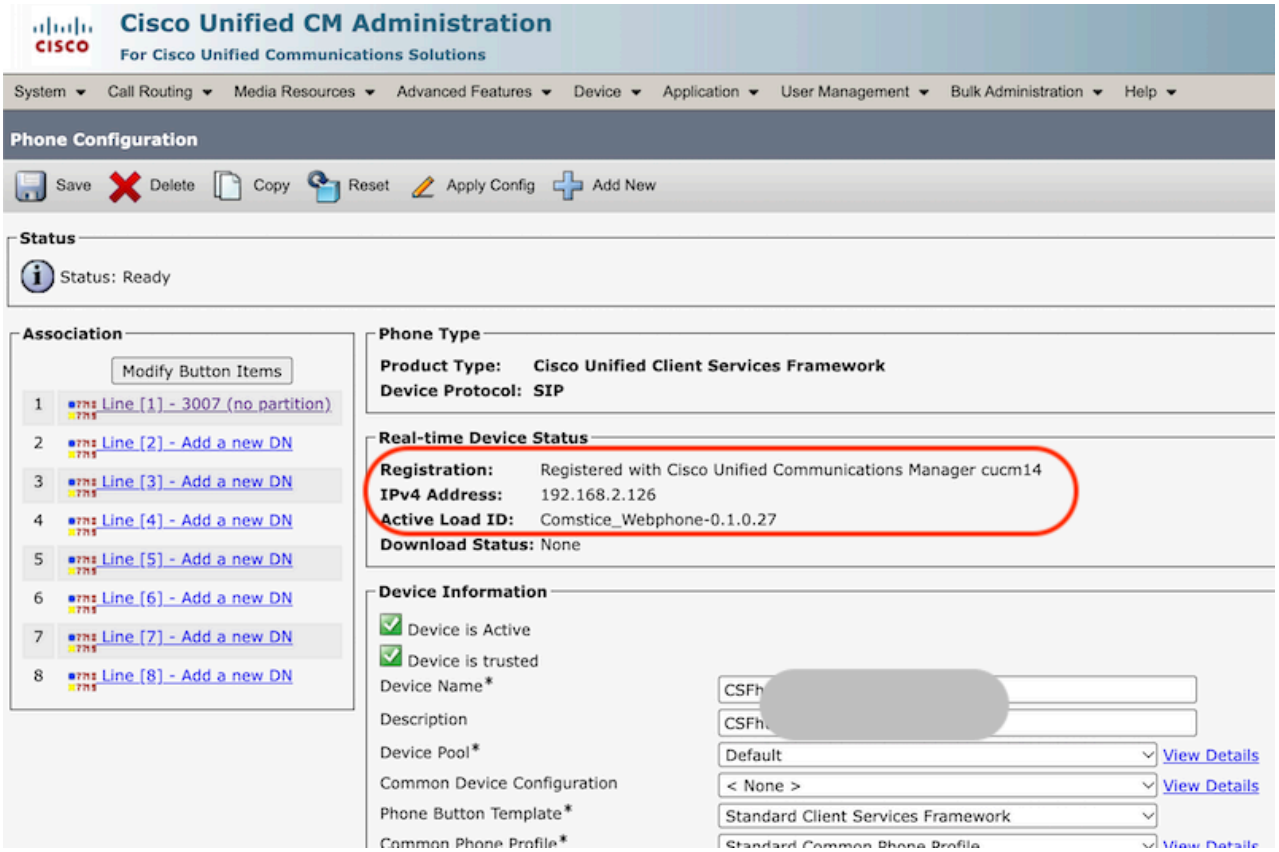
Use Cases: Healthcare

Comstice Mobile Softphone helps your team to handle customer SMS and WhatsApp messages as well as the employee SMS and WhatsApp messages using a mobile app.

- On-Call Personnel
- Recording Mobile Calls
- Updating call and text activites in CRM
- Data Privacy and Hosting Locally:
- Protecting mobile phone number
- Messaging with Patients (Text, WhatsApp and Email)
- CRM Tasks for mobile users
- Distribute calls within team

Comstice Mobile Softphone as a Cisco CSF Device

Comstice Mobile Softphone registers as a Cisco Unified Client Framework device on the Cisco CUCM. This means mobile softphone can register as a Cisco device and support built-in bridge for call recording. You can use your existing call recording solution with Comstice Mobile Softphone app.



Technical Specifications

All the solution components below support N+1 redundancy. HA Servers required for priority support.

2 x Comstice WebRTC Gateway (up to 700 concurrent sessions per server)

32GB RAM, 200GB HDD, 8 vCPUs

2 x Comstice Reverse Proxy Server

24GB RAM, 300GB HDD, 4 vCPUs

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 or by calling +1 713 929 3714 (Option 2)

Reporting questions, configuration and design questions are not part of the SLA and will be handled during regular 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.