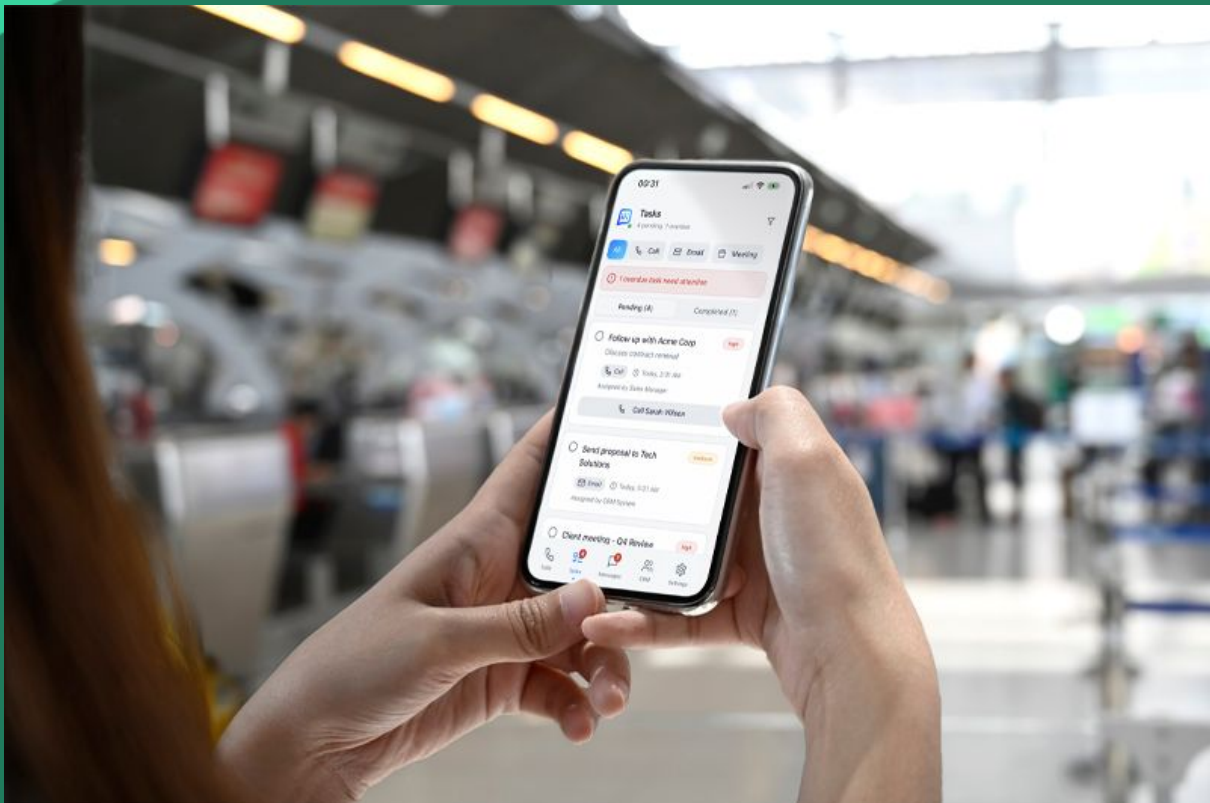


Comstice Mobile Softphone

Data Sheet

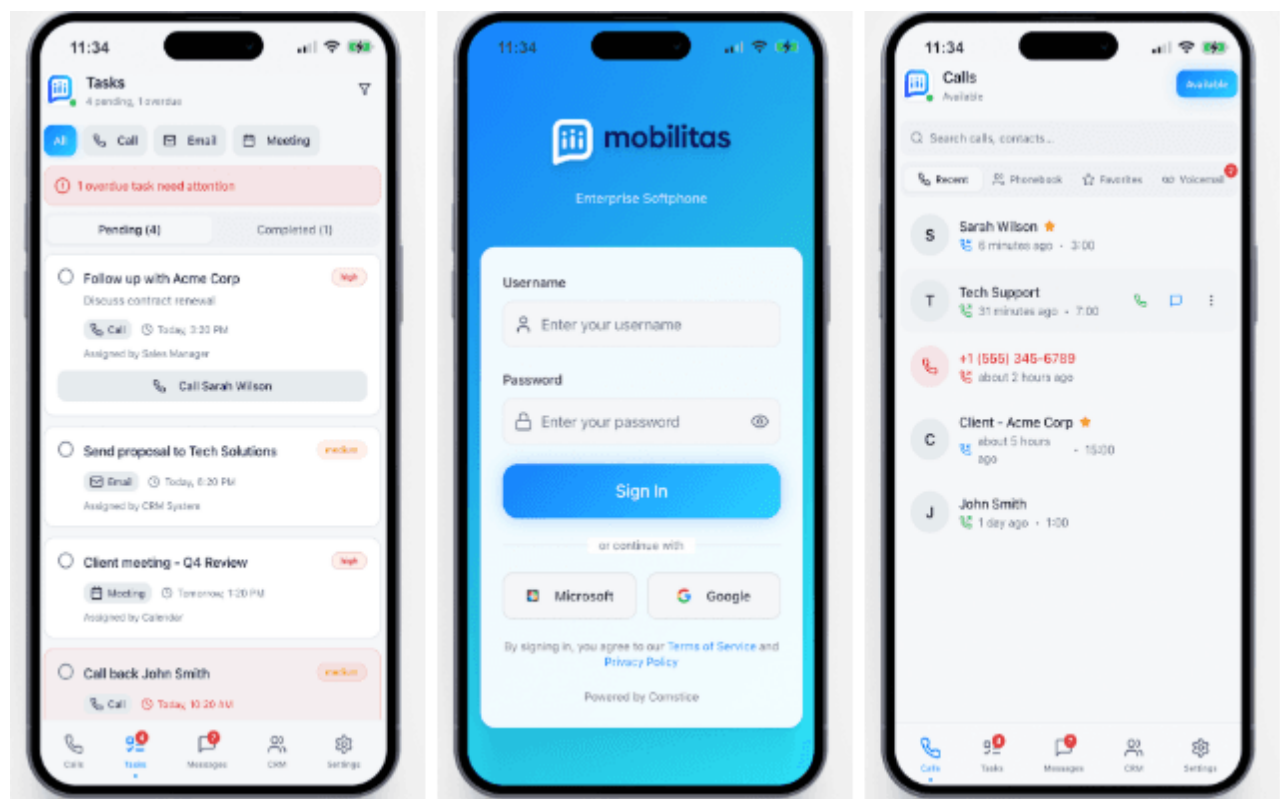


What Is Comstice Mobile Softphone

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

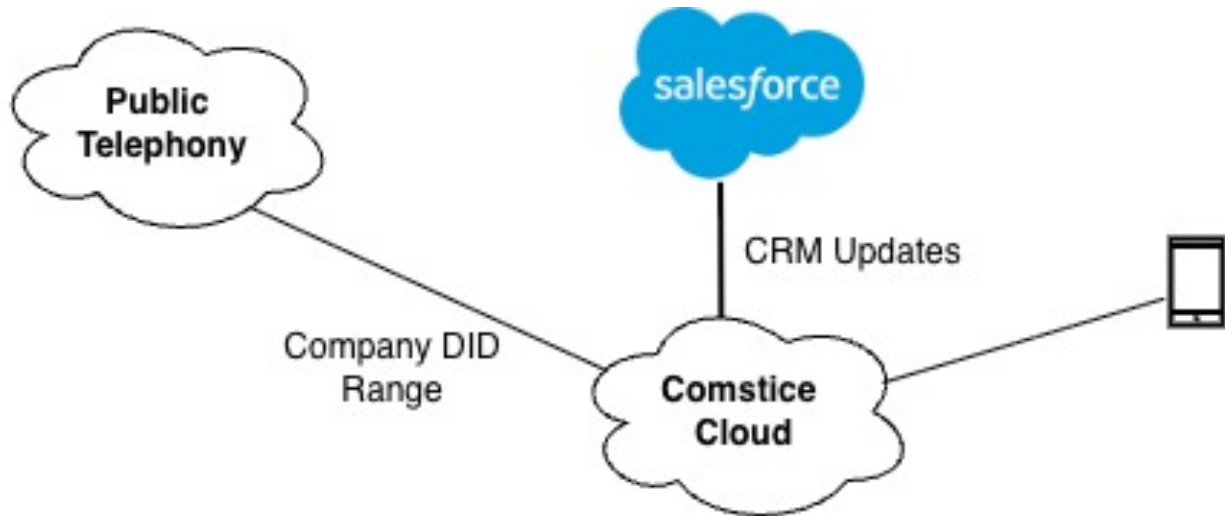
Benefits

Business Benefits of Messaging

- **More visibility on mobile communications 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 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.

Comstice Orbit Cloud

Comstice Mobile Softphone solution is available as a SaaS service. You can have a Comstice-hosted Mobile Softphone instance dedicated to your organization.



You can terminate your company SIP trunks and DIDs you own at Comstice Cloud. Mobile users can use those DID numbers to make and receive calls.

Call and text activity can be updated on your CRM records for the specific customer.

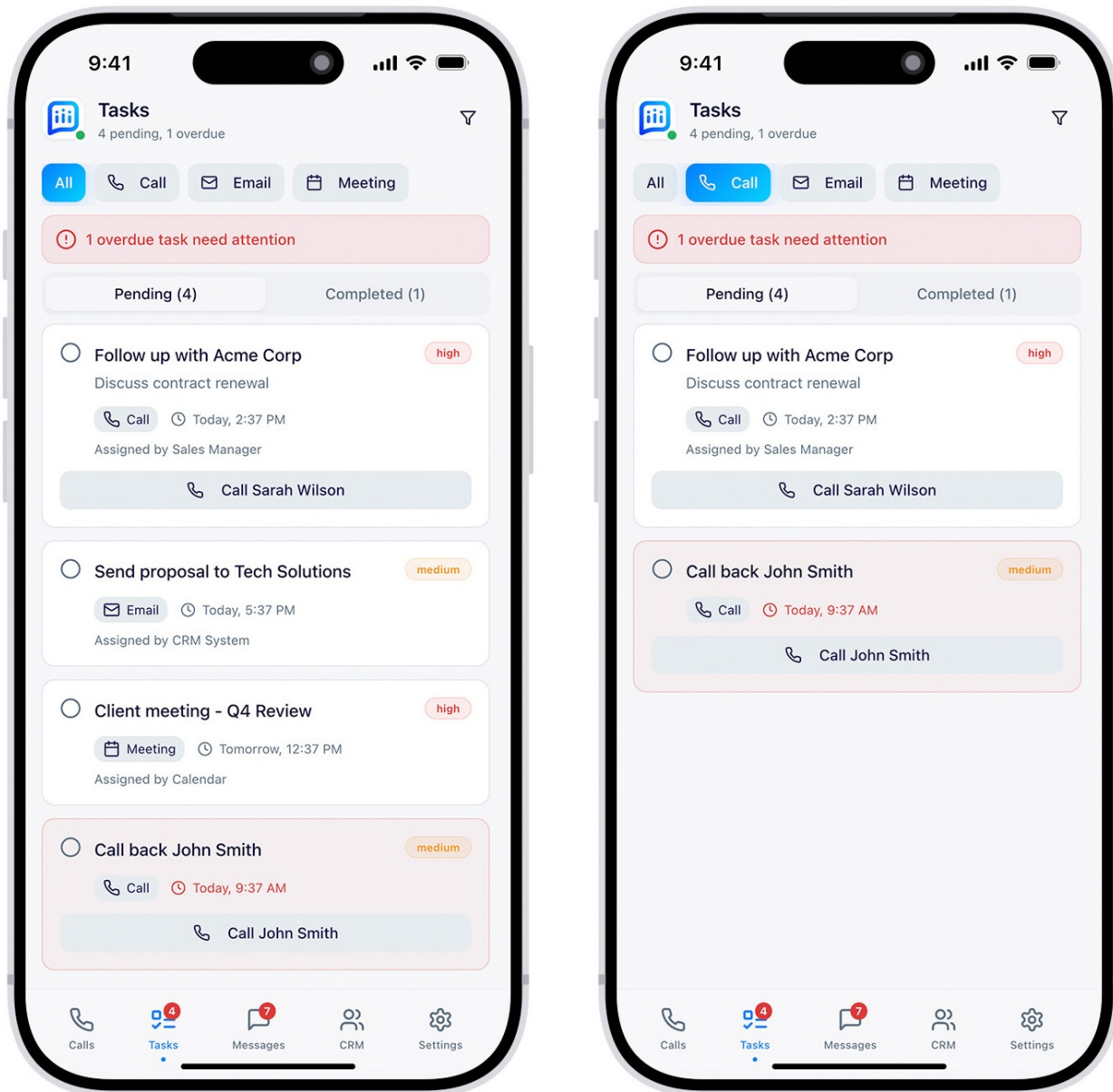
Call Features

Mobile users can make and receive calls, call back a recent caller, access to company phone book, personal contacts on the phone as well as listen to the company voicemail.



Task Features

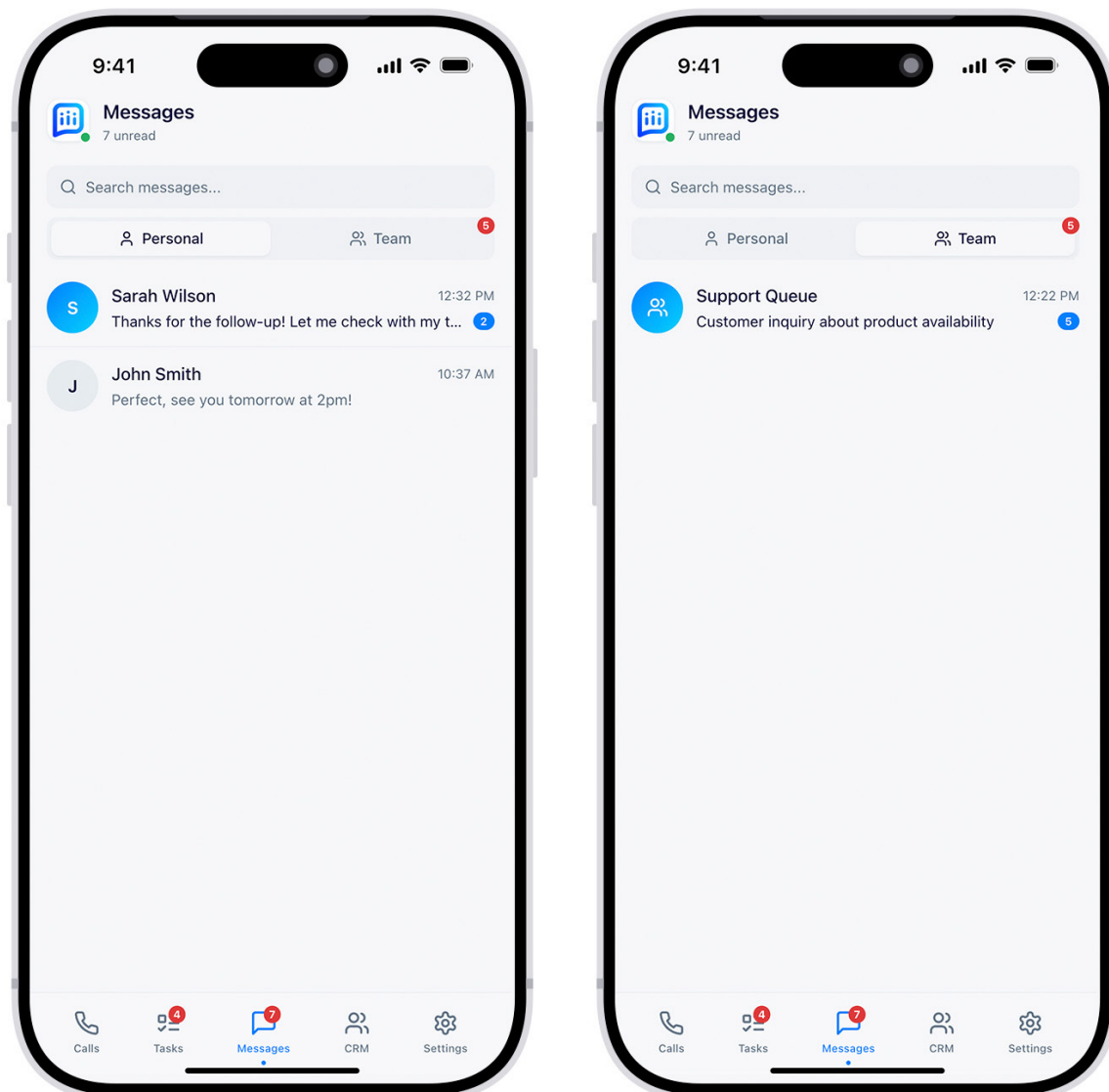
You can create and assign CRM tasks to your mobile users. Comstice Mobility retrieves and updates CRM tasks for the mobile user on your CRM.



Text Messaging Features

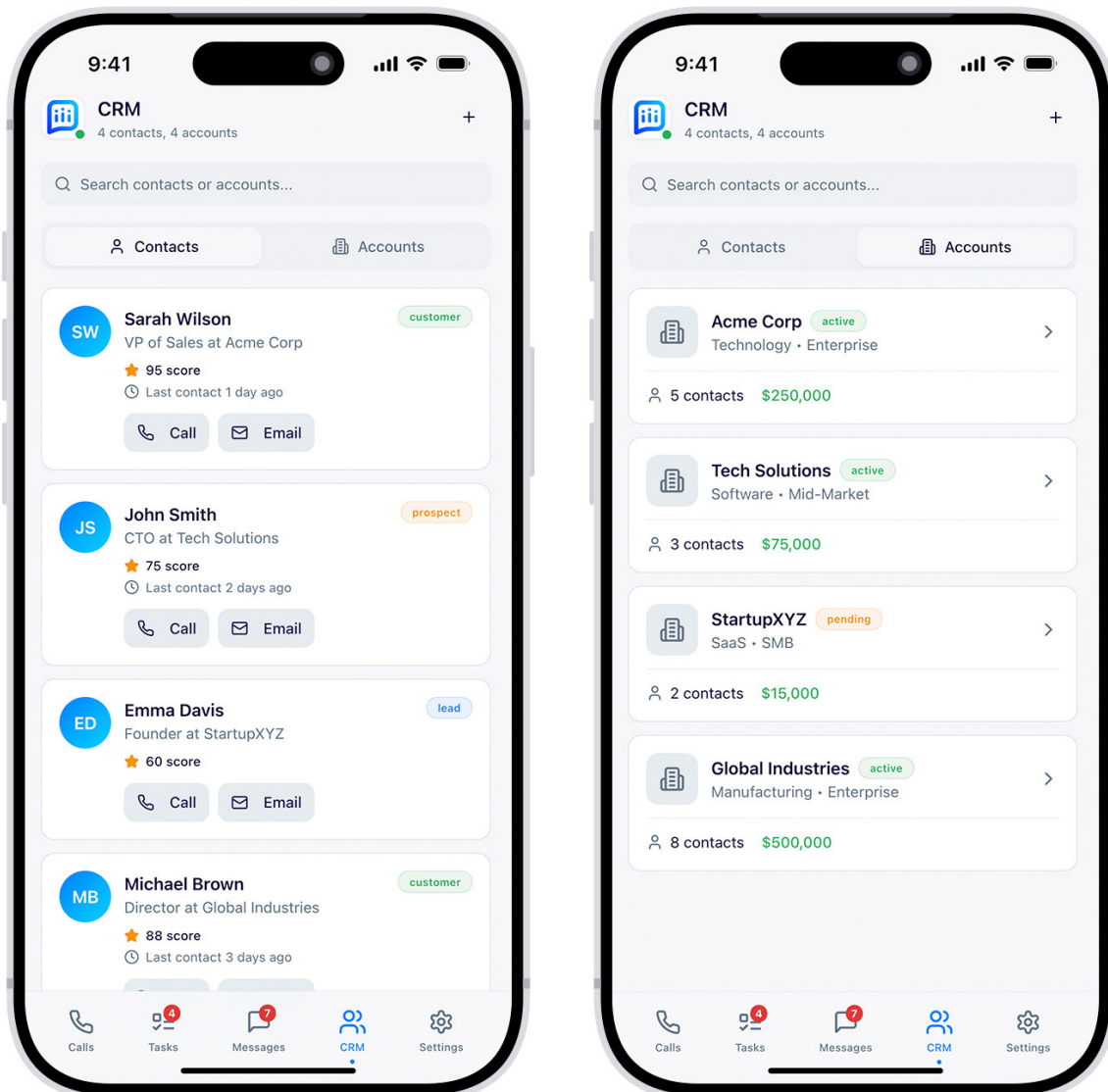
Comstice Mobility helps mobile users to access to their text messaging feature if their DID has texting capability or a separate number is assigned for texting.

In some cases, there may be a team number to receive texts and respond. Mobile users can handle team texts as well.



CRM Features

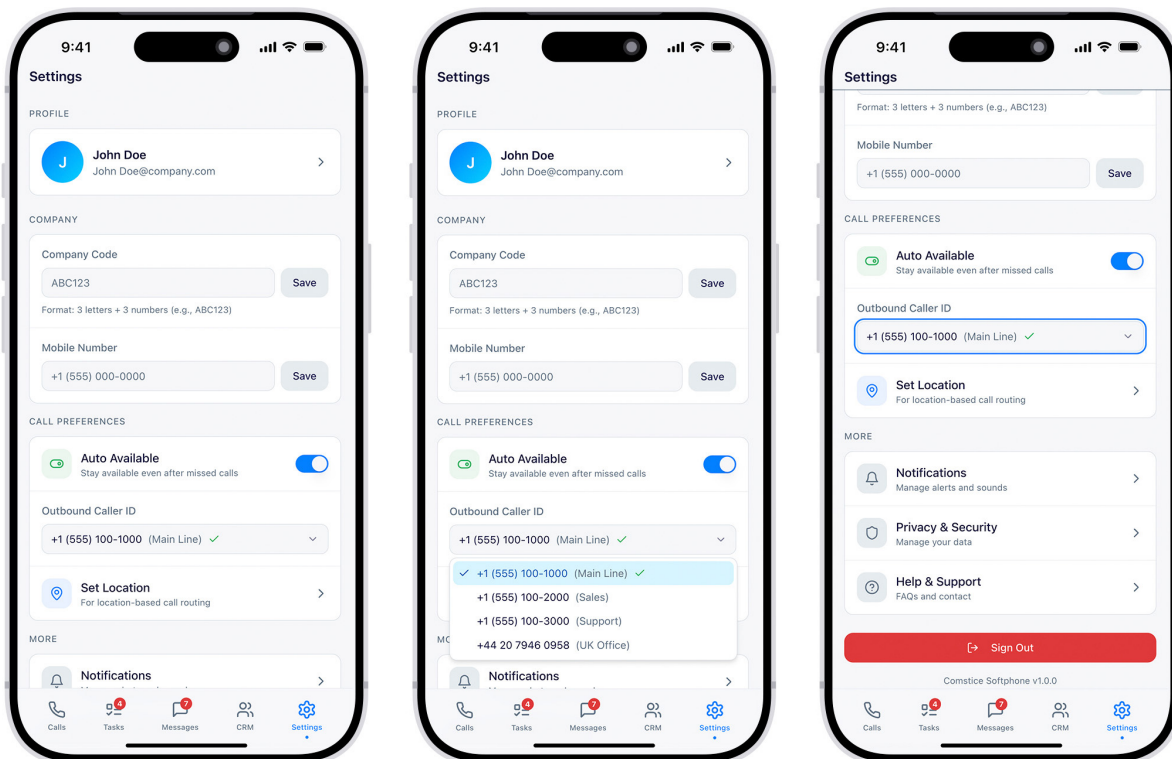
Comstice Mobility user can access to the CRM contacts permitted. She can also get the list of companies under her account and reach out to the contacts from each company using mobile softphone.



Mobile User Preferences

Mobile user has the following preferences;

- set auto available during working hours
- update photo
- update mobile phone number to receive last leg of the call as a mobile call
- select outbound calling number
- set rough geo-location for location-based call routing



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 activities 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

Update CRM (Salesforce, MS Dynamics, ServiceNow)

Call and text activities can be updated automatically during or at the end of each conversation on your CRM by Comstice Mobility.

The screenshot displays a CRM interface for a contact named Mr. John Smith. The header includes a contact card with a photo icon, the name 'Mr. John Smith', and a list of actions: '+ Follow', 'New Case', 'New Note', and 'Submit for Approval'. Below the header, a metadata bar shows fields for Title, Account Name (Comstice Global), Phone (2) (77135551212), Email, and Contact Owner (Jane Brown). The main content area is divided into two panels. The left panel, titled 'Related', shows a list of related records: 'We found no potential duplicates of this Contact.', 'Opportunities (0)', 'Cases (0)', 'Campaign History (0)', and 'Notes & Attachments (0)'. Each record has a 'New' or 'Add to Campaign' button. The right panel, titled 'Activity', shows a 'Chatter' feed. It includes a 'Post' tab, a 'Share an update...' button, a search bar, and a list of activities. The first activity is a call log by Jane Brown on 22 December 2025 at 12:15, with a note 'online sales support'. Below the activity list, there are 'Like' and 'Comment' buttons, and a 'Write a comment...' text box.

You can also assign CRM tasks to your mobile users and Comstice Mobility can pick them up and display on Comstice Mobile Softphone

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 dependencies 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.



Thank You

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