Comstice

Comstice Webphone

WebRTC-Based browser phone for click-to-call, remote enterprise telephony and call centers
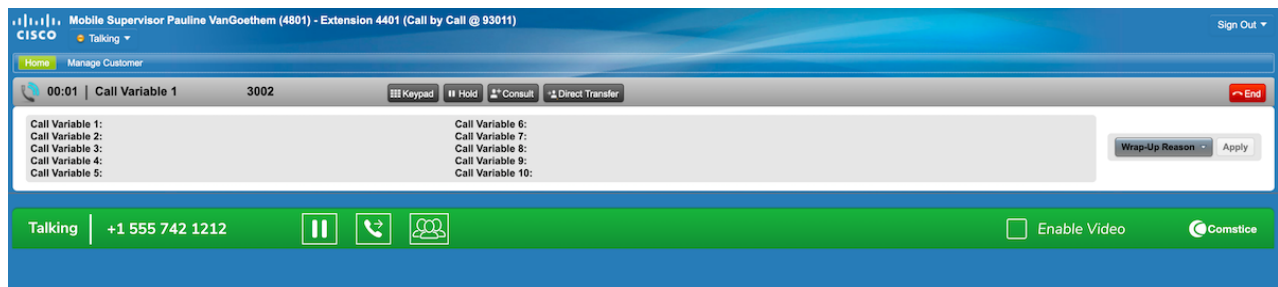
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What is Comstice Webphone

Webphone features, benefits and use cases

Many businesses are looking for a cloud call center solution for their remote agents. Cloud call centers offer web-based agent and telephony functionality. Comstice offers a webphone solution for remote telephony users and call center agents in on-premise systems.

Webphone for Call Center Agents

Comstice Webphone can be used as a Cisco Finesse gadget or can be embedded into an internal webpage or CRM platform for making and receiving calls.
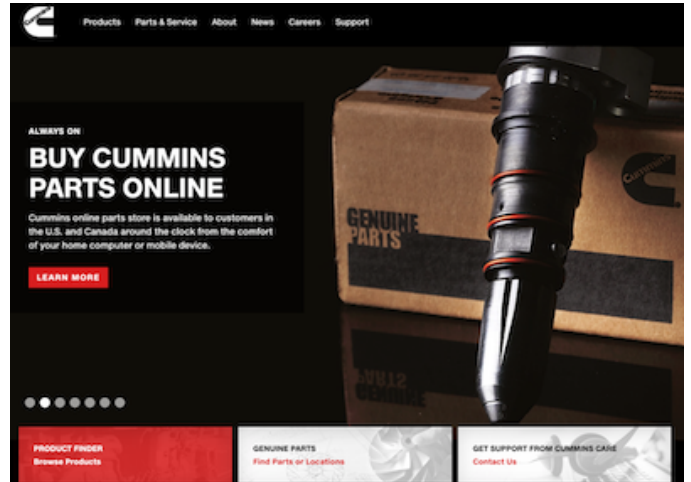
Webphone for Enterprise Telephony Users

Webphone eliminates any additional softphone or Jabber client installation and simplifies telephony features by using modern web browsers, Edge, Firefox and Chrome for telephony.

Webphone for Customers Calling Your Business

Webphone can even be used as a click to dial phone by the customers visiting company's website . Customers can make calls to the call center or any other functions in the business using this webphone.

Click-to-Call

Businesses can offer web calling for their customers over the phone. Customers can call the main number, call center or the nearest reseller through webphone from th website of the organisation
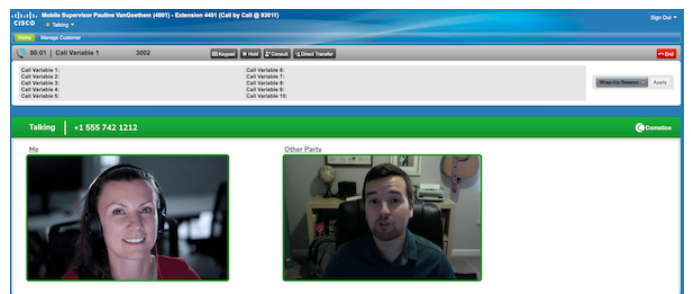

Office Webphone

Enterprise telephony users can login to webphone from Intranet or through your CRM platform, make and receive calls.

Remote Agents

Remote call center agents can access to Comstice Webphone Gadget automatically when they login as Cisco Finesse agents.

Technical Architecture - Call Center Agent

Comstice Webphone utilises webrtc standard which is available in any modern browser, specifically in Edge, Chrome and Firefox. Webphone session registers as a SIP phone into Comstice Mobility Server which acts as a SIP Back to Back User Agent (B2BUA).
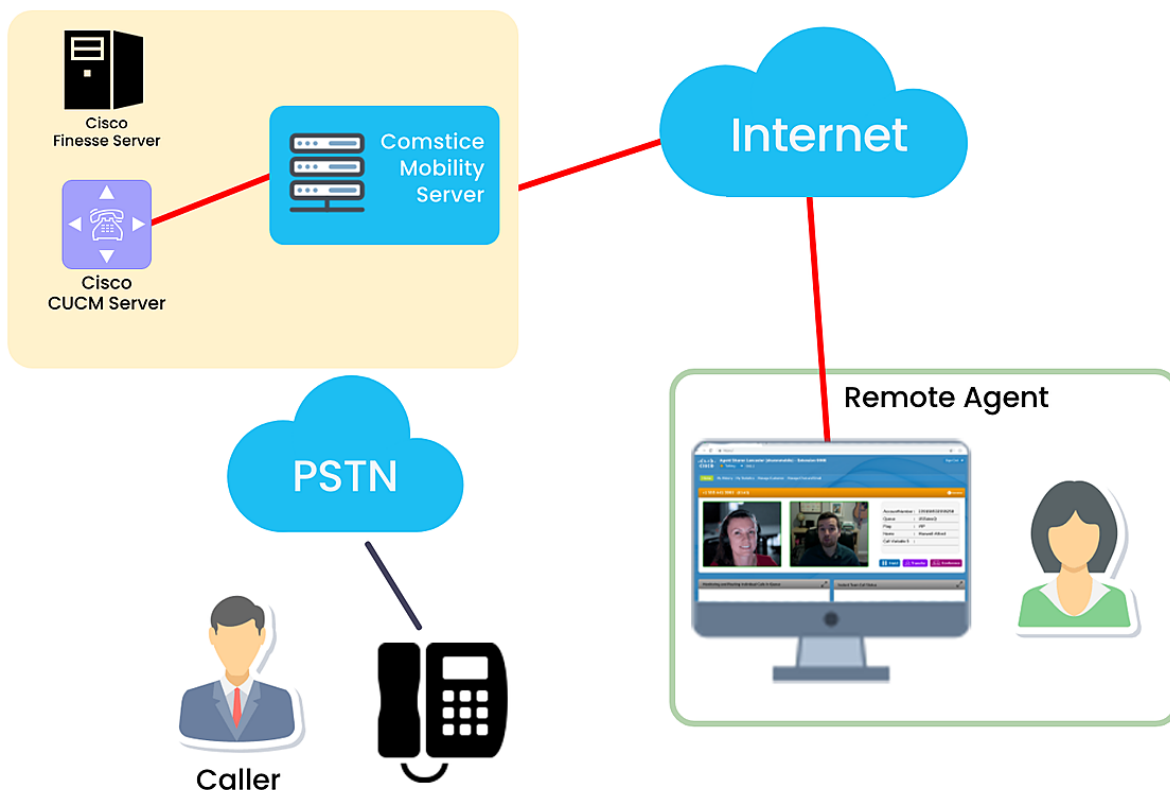

Webrtc standard uses Opus codec for audio and VP8 for the video on the browser. Comstice Mobility Server acts as a transcoder and coverts these codecs into G.711 for audio and H264 for the video.

Customer Click to Call

Comstice Webphone can also be used by the customers for calling the business from their website. Customers first check their Internet speed using the tester based on packet loss, delay and latency;
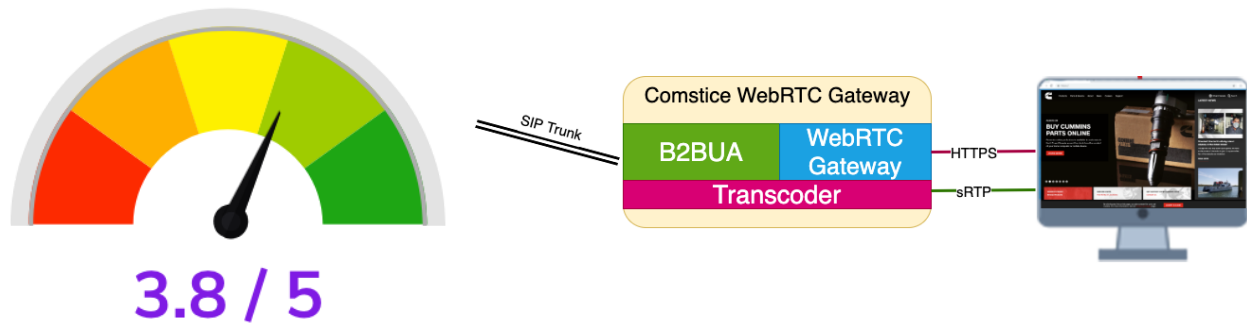
If the connection is seen as acceptable quality, web phone will register and customer will have the call button activated. When clicked, the call will be generated to the call center with optional keypad for DTMF. **Agent does not need to use web phone to answer this call.**
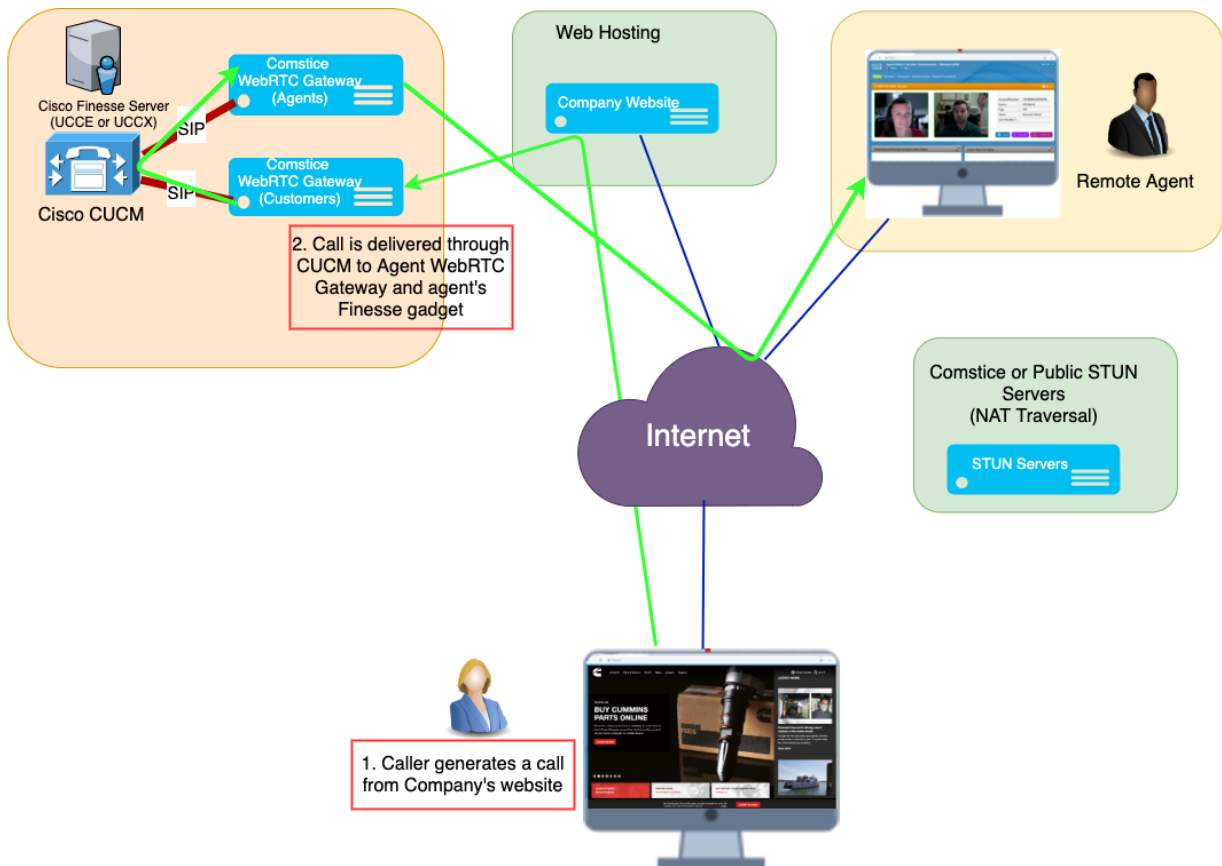
Other Use Cases

Comstice Webphone can also be used in other scenarios. Below are some examples;

CRM Phone

Comstice Webphone can also be integrated into CRM services such as ServiceNow and Salesforce. Enterprise users can make and receive calls without seeing the customer phone number.

Enterprise User

Enterprise telephony users can make and receive calls from their business DID phone numbers through the Intranet web interface.

Mobile Apps

Comstice Webphone can be integrated inside business mobile apps for direct access to the customer care lines.

Video Calls

Comstice Webphone supports video as well as audio over the browser session. It makes video calls more accessible for the callers.

Screen Sharing

Comstice Webphone complies with WebRTC standard which also includes screen sharing feature. Both caller and the called user can share their screen through Comstice Webphone.

Webphone always receives a call

Comstice Webphone always receives a call even when making outbound calls; Comstice Mobility server receives the "Make Call" event, calls the webphone first, then the destination via Cisco CUCM and merges both calls.

This model helps to secure the call traffic, eliminates the malicious calls and offers a secure activity. Webphone has no Cisco dependency, it can be implemented into any SIP-based Telephony Network.