

# Comstice WebRTC Gateway

## Data Sheet

The dashboard displays the following information:

- Line Selection:** Line 1 42738 (selected), Line 2 54738, Line 3 36738.
- Call Input:** Enter Number field with a call icon.
- Agent Status:** 02:56 Short Break (red button), Go To Available (green button).
- Summary Metrics:**
  - 35 Received
  - 3 Missed / 25 Answered
  - 02:44 Avg. Handle Time
  - Outbound 25 / 44 Attempted / Answered
  - In Queue 15
  - Oldest 07:44
- Team US Wholesale:**
  - AVAIL 30
  - RING 5
  - ACD 12
  - AUX 8
  - ACW 30
- Call Logs:**
  - Inbound 15
  - Outbound 8
  - Log entries with phone numbers and timestamps.
- Active Queues:**

Name	InQ	Oldest
ENG2-Split	6	03:43
Wholesale	3	01:42
GIS-Helpdesk	2	04:58
Renewals	2	00:43
Cancellations	2	02:07
Group Bookings	1	06:21
New Business	2	07:11
Online Support	2	00:18
Corporate Accts	1	00:03
Partner Escl	1	00:02
- Callbacks and Recently Abandoned:**

Name	Number	Queue	Target	Call
Sophie Baker	239-555-3287	CS-Split	Abandoned	
Andrew McGillan	212-555-4691	Renewals	Avoid Cancellation	
Vishay Padmadan	239-555-3287	Online Sales Sup.	Abandoned	
Dirk Kutty	832-555-7184	OB-HomeIns	Renewal	
Sunny Lombardo	239-555-3287	OB-Bus-Indm	Buss Indemnity	
Jesus Guardado	614-555-8179	Renewals	Avoid Cancellation	
Robert Pattison Jr	414-555-6902	CS-Split	Abandoned	
Fiona McGuiness	312-555-8673	OB-HomeIns	Renewal	
- Agent Status List:**
  - Jane Cooper AVAIL
  - Diane Russell ACW
  - Marvin McKinney AVAIL
  - Cody Fisher ACD
  - Ralph Edwards Lunch Break
  - Robert Elliot Paperwork

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# Comstice WebRTC Gateway

**Turn WebRTC Sessions to SIP Endpoints to make and receive PSTN calls**

Comstice WebRTC Gateway helps WebRTC sessions to be converted to SIP and reach out to the company's enterprise telephony and the PSTN without installing anything on the user side. It runs **on-premises** or **in your private cloud**.

## **No Installation Needed**

WebRTC standard helps users to utilise any modern web browser including Microsoft Edge to make and receive voice and video calls as well as screen sharing on the browser.

## **Mobile Softphone Apps**

Modern mobile softphones use WebRTC. MS Teams, WhatsApp etc. all utilise WebRTC on the client side and convert to SIP on the network if needed. Comstice offers Mobile Softphone App with many configurable enterprise features.

## **Supports Cisco CUCM and Avaya CM**

All Comstice Webphone scenarios support Cisco CUCM and Avaya CM integrations. WebRTC sessions can register to Cisco CUCM and Avaya CM directly or integrate with them through Comstice SBC running on your network.

## **Top Seven Use Cases for WebRTC**

- Comstice Agent Webphone
- Comstice Agent Web Portal
- CRM Webphone for Salesforce, ServiceNow and Microsoft Dynamics
- Comstice Mobile Softphone app
- Customer Click to Call for calling contact center
- Enterprise Webphone App
- Contact Center Video Calling

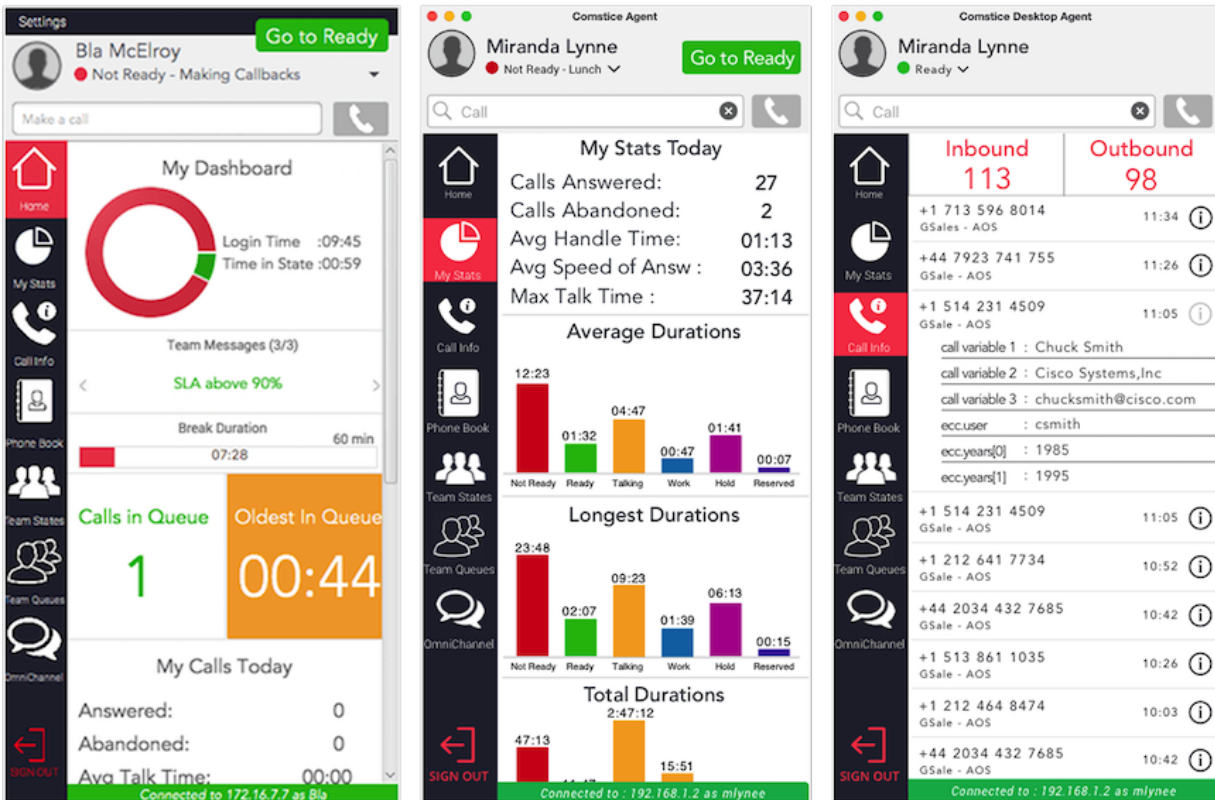
# Comstice Agent Webphone

Comstice offers Agent Webphone. It can be in the form of

- pop-up webphone
- agent web portal
- Webphone as a browser extension
- CRM Webphone

## Agent Webphone Pop-Up

Webphone format we have here can be packaged as a pop-up window or a docked panel on an internal company website or the CRM platform.



# Comstice Agent Web Portal

Comstice Agent Web Portal offers a complete feature set including access to shift schedules, team calendar, performance reports, inbound agent webphone outbound agent webphone and all other features agent needs to access, including contact information pop-up using the CRM data.

The screenshot displays the Comstice Agent Web Portal interface. At the top, there is a search bar and a user profile for 'Chu Ma'. The main dashboard is divided into several sections:

- Line Management:** Three lines are shown: Line 1 42738, Line 2 54738, and Line 3 36738. A search bar for 'Enter Number' and a 'Go To Available' button are present.
- Performance Metrics:**
  - 35 Received
  - 3 Missed / 25 Answered
  - 02:44 Avg. Handle Time
  - 25 / 44 Outbound Attempted / Answered
  - 15 In Queue
  - 07:44 Oldest
- Team US Wholesale:** A donut chart showing agent status: AVAIL 30, RING 5, ACD 12, AUX 8, ACW 30.
- Call Logs:**
  - Inbound: 15
  - Outbound: 8
  - Log entries include: 406-555-1210 (02:11), 704-555-0127 (01:23), 208-555-0112 (03:42), 832-555-4672 (05:21), 914-555-6110 (06:37), 252-555-6318 (04:53).
- Active Queues:**

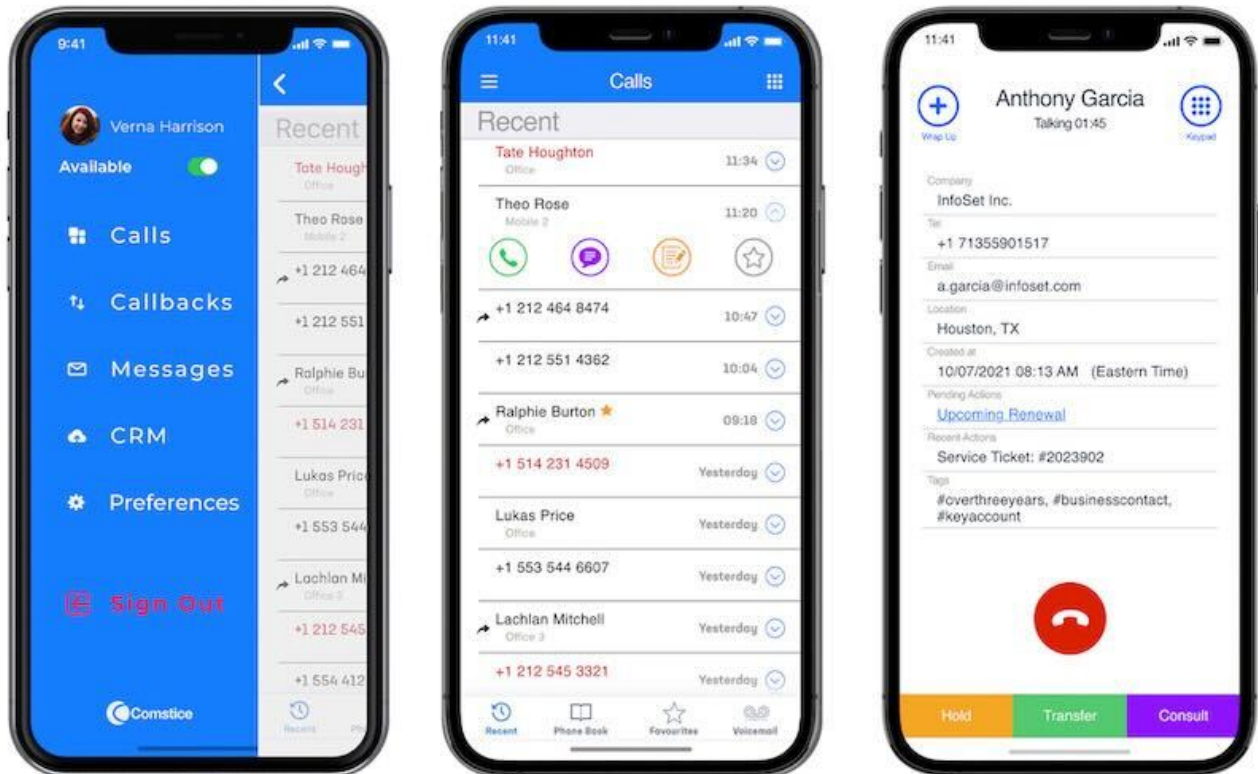
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Fiona McGuinness	312-555-8673	OB-HomeIns	Renewal	📞

# Comstice Mobile Softphone App

Comstice Mobile Softphone app helps to login as an enterprise user or contact center agent, make and receive VoIP calls from the mobile devices.

Comstice Mobile Softphone also supports SMS and customer chat scenarios. It also accesses the CRM contacts and tasks.



# 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. Click to call eliminates the IVR menus and sends the call directly to the queue.

The image displays four sequential screenshots of the Comstice Webphone interface:

- Calling from browser:** A blue header with a headset icon and the text "Calling from browser" and "Is your headphone ready?". Below is a green "CLICK TO CALL" button, a dropdown menu for "I am Calling for", and dropdown menus for "Language" (English) and "Country" (United States of America). At the bottom, it says "or call us from (713) 929-3714" with a link for "International Numbers".
- Image Verification:** A white header with the instruction "Select all images with street signs" and the WCAFTDIA logo. It shows a grid of images with a "Verify" button. At the bottom, it says "or call us from (713) 929-3714" with a link for "International Numbers".
- Connection Test:** A purple header with "Connection Test". It shows a gauge labeled "Acceptable" and a green "Next : Sound Check" button. At the bottom, it says "or call us from (713) 929-3714" with a link for "International Numbers".
- Sound Check:** A purple header with "Sound Check". It shows a microphone icon and the instruction "Simply press the button to record an audio clip." Below is a play button, a progress bar at "0:01 / 0:01", and a green "CLICK TO CALL" button. At the bottom, it says "or call us from (713) 929-3714" with a link for "International Numbers".

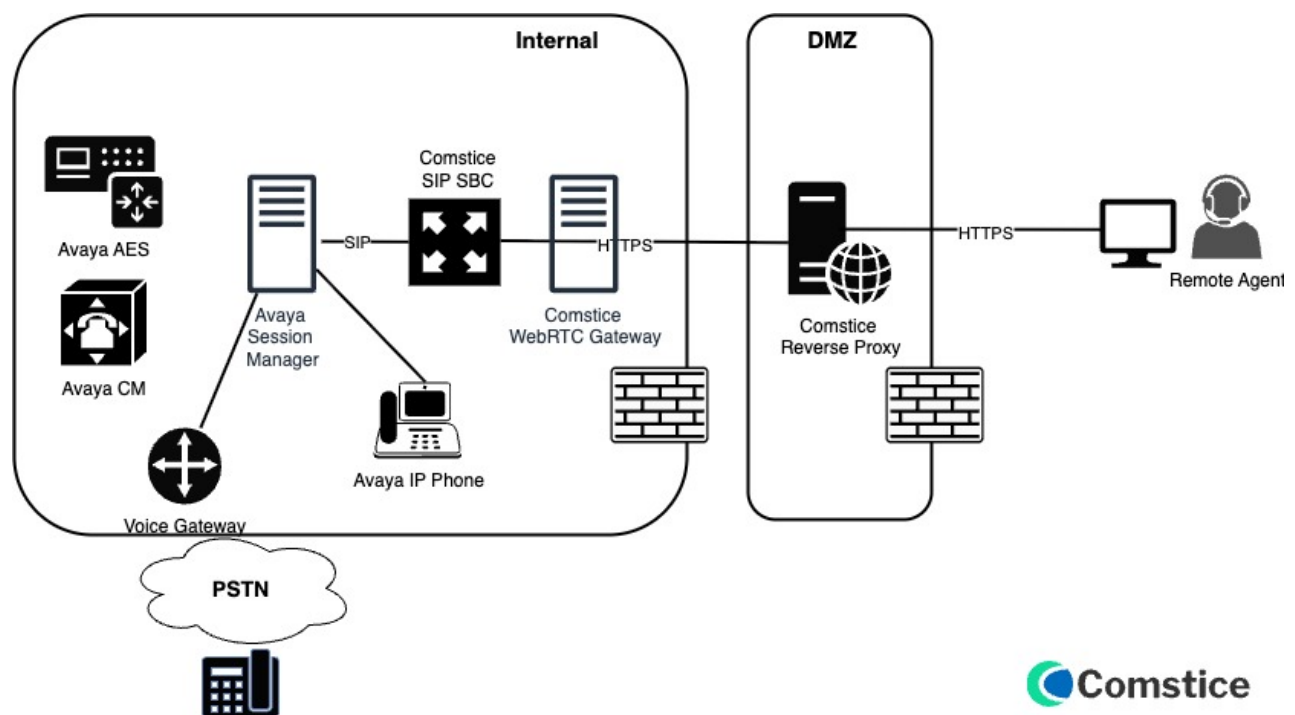
The image displays three screenshots of the Comstice Webphone interface during a call:

- Talking to Gloria Mcgee:** A green header with "Talking to Gloria Mcgee". Below is a call status bar showing "English Technical Support", a green phone icon, and a timer at "00:48". At the bottom, there is a red "End" button and a microphone icon.
- Rate our service (5 stars):** A blue header with "Rate our service". It shows five yellow stars, a "Comment" text box (0/500), and a green "Send" button.
- Rate our service (4 stars):** A blue header with "Rate our service". It shows four yellow stars and one grey star, a message: "We would like to make up for it, enter your phone number and we'll reach you shortly.", a "Phone Number" text box (Enter your phone number), a "Comment" text box (0/500), and a green "Send" button.

# Integration with Avaya

Comstice Webphone can be integrated with Avaya CM and Session Manager. WebRTC sessions can register directly to Avaya Session Manager or they can be registered to Comstice SIP SBC and then access to Session Manager via SIP trunk.

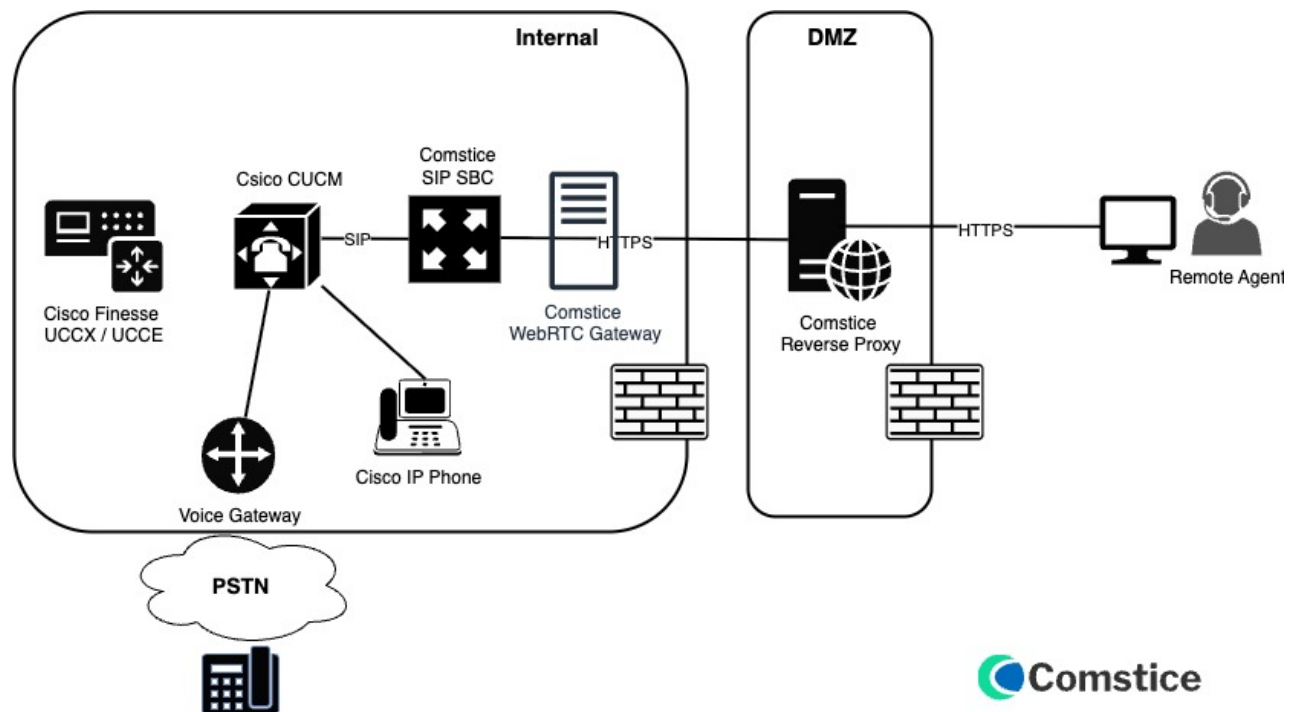
Webphone also integrates with Avaya AES for agent login, state changes and call control features. Using Comstice REST APIs for AES, agent can login, change states, control calls via AES for the full contact center monitoring and reporting.



# Integration with Cisco

Comstice Webphone can be integrated with Cisco CUCM. WebRTC sessions can register directly to Cisco CUCM or they can be registered to Comstice SIP SBC and then access to Cisco CUCM via SIP trunk.

Webphone also supports Cisco Finesse REST APIs. Using HTTPS APIs, agent can login, change states, control calls via Finesse for the full contact center monitoring and reporting.



# Cybersecurity Challenges

Comstice Webphone works securely without any VPN required. You may get pushbacks from your Cybersecurity team such as;

- "If we open a port in our firewall, we will get attacked"
- "Application-level hacks can compromise our customer data"
- "Our internal applications may get affected"

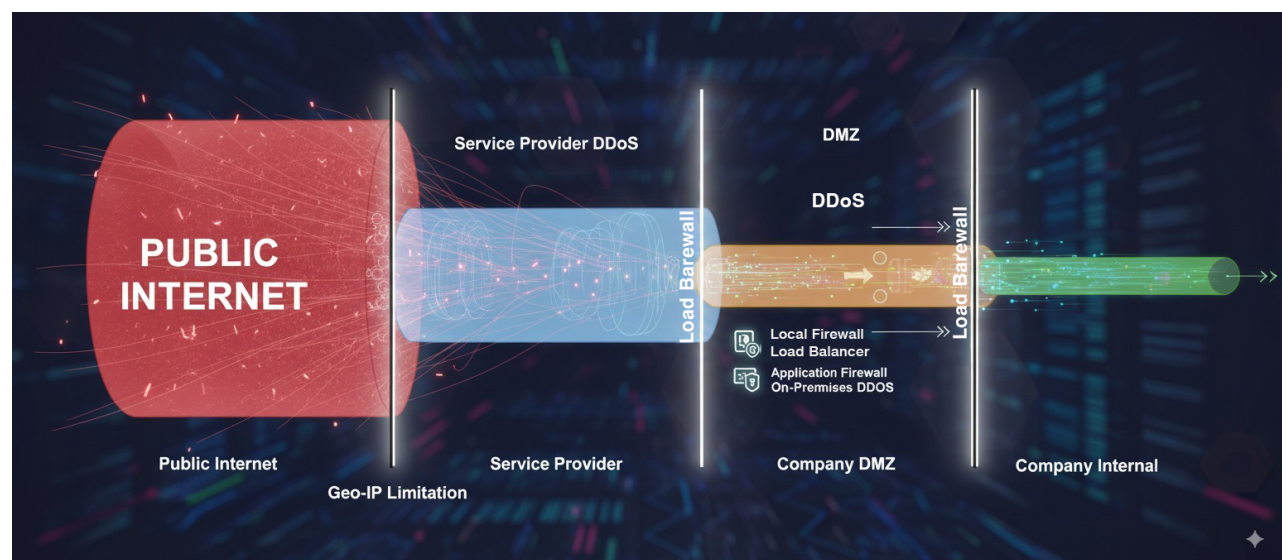
Application-level risks are mitigated by single sign-on with multi-factor authentication and time-limited IP whitelisting for the remote user. But this **"we will get attacked"** threat stops many businesses.

## Demystifying DDoS Attacks

Attacks referred are the distributed denial of service attacks; sending extreme amount of connection requests to exhaust your network. Let's see how real they are, what mechanisms you already have and how you can test and mitigate risks

### 1. You can get attacked at anytime

This idea of "If you open a port, they will attack your network" is not reflecting the reality. Today, even AWS and Microsoft Azure can get attacked and brought down. That's why organizations create a layered mitigation structures and it starts from the service provider level.



# Cybersecurity Challenges -

## **2. Your Standard Firewall has limits**

Firewalls have a limit of handling the maximum number of packets per seconds. If it gets data levels beyond that, it will struggle and may go down. That's why many businesses use tiered firewall levels i.e. external and DMZ. Also application firewalls and load balancers are used to distribute the packet analysis load from the standard firewalls to them. Finally, your organisation may have Intrusion Detection / Intrusion Prevention solutions, either on-site or as a service from CloudFlare or similar providers. This helps to apply additional methods such as rate limiting, data blackholing (instead of denying packets, routing them to a null destination)

## **3. Your Business Should Have DDoS Tests Done Quarterly**

You should work with a third-party testing company to review DDoS mitigation points every three months. Attack methods and other DDoS mitigation technologies change very rapidly. Quarterly audits will help to stay up to date. Comstice recommends SafeDash (<https://safedash.co.uk>) as an independent testing partner.

## **4. Comstice apps can whitelist user IPs during the shift**

Once the user is authenticated in the Comstice applications or CRM platforms, Comstice can whitelist the browser session and the IP address of the remote user for 8-10 hours. This helps to have additional security on top of all the security measures described above.

# Comstice Webphone, MS Teams, Cisco Jabber

Here is a quick comparison about Comstice Webphone versus Microsoft Teams and Cisco Jabber.

<b>Features</b>	<b>Cisco Jabber</b>	<b>MS Teams</b>	<b>Comstice Webphone</b>
Registered to Cisco CUCM ?	<b>Yes</b>	No	<b>Yes</b>
Browser-Based?	No	<b>Yes</b>	<b>Yes</b>
No installation on user PC	No	<b>Yes</b>	<b>Yes</b>
Can work inside CRM pages?	No	No	<b>Yes</b>
Offers APIs for Web apps?	No	<b>Yes</b>	<b>Yes</b>
Works with standard firewall	No	<b>Yes</b>	<b>Yes</b>
On-Premises?	<b>Yes</b>	No	<b>Yes</b>
CUCM Telephony Features	<b>Yes</b>	No	<b>Yes</b>
Name lookup for incoming calls	No	No	<b>Yes</b>