



February 2-4, 2011 - Miami Beach Convention Center in Miami, FL

Browser Embedded Phones for the Call Center

Presented by

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Visit: www.itexpo.com

ITEXPO EAST 2011

February 2-4, 2011 Miami Beach Convention Center, FL

What is a Browser Embedded Phone?

- Runs inside the web browser, not as a separate application
- Usually requires no configuration from the end user since configuration can be set by the web page the phone is included inside
- Requires application framework to run:
 - Java
 - ActiveX
 - Flash
 - Browser plug-in based



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Web Page with Embedded Phone

Logged in as User: 6666 on Phone: IAX2/cc330 to campaign: TESTCAMP

GROUPS LOGOUT

WebPhone View -

VICIdial SCRIPT FORM

2010-08-02 11:45:13 session ID: 8600051 Calls in Queue: 1

LIVE CALL

Web Phone:

STATUS: Incoming: 727-555-1212 Group- TEST inbound 3 Fronter: - 7275551113

seconds: 21

[refresh](#)

PAUSE RESUME

☐ ALT PHONE DIAL

RECORDING FILE:

20100802-114450_727555...

RECORD ID: 1839

STOP RECORDING

WEB FORM

WEB FORM 2

PARK CALL

TRANSFER - CONF

QUICK TRANSFER

RE-QUEUE CALL

HANGUP CUSTOMER

SEND DTMF

Hello and thank you for calling ACME Widgets, My name is Admin, can I schedule an appointment for you to review our lovely widgets?

Appointment Date 2010-08-09 [help+](#)

Appointment Time 12 44 [help+](#)

Favorite Color
☐ Red
☐ Blue
☐ Green
☐ Purple
[help+](#)

Appointment Notes

Discussion Topics
☐ Price
☐ Color
☐ Texture
☐ Shipping
[help+](#)

Contact ID 7275551113 [help+](#)

Nearest City Chicago [help+](#)



Agent web-client version: 2.4-281 BUILD: 100726-1233

Server: 192.168.198.5

[Hide Calls In Queue](#)

HOT KEYS INACTIVE

MUTE

[Agents View +](#)

Calls In Queue:

PHONE	NAME	WAIT	AGENT	CALL GROUP	TYPE
TAKE CALL 7275551212	Testing	0:18	7275551113 -	TEST_IN3 - TEST inbound 3	IN

ZOIPER

Phone to dial
Enter number to dial...

1 2 3 4

Account
Your Phone

Why Use a Browser Embedded Phone?

- For at-home agents, much less tech support required because no configuration needed
- Software versions can be updated on the server instantly with no user action needed
- Client settings, like allowable audio codecs and phone accounts, can be defined centrally on the server
- Load-balanced logins across multiple servers made easier because of dynamic configuration settings defined on page load

Run-time Environments Used

- Java
 - From Sun Microsystems(now Oracle)
- Flash
 - From Adobe
- ActiveX
 - From Microsoft
- Browser plug-in
 - Open framework, XPI

Java Run-time Engine

- Owned by Oracle
- Run-time engines available for every major operating system
- Issues:
 - Run-time versions consistency
 - Security issues with Java
 - Long running phone calls
 - Audio quality and connection to the OS audio resources

Flash Run-time Engine

- Owned by Adobe
- Run-time engines available for every major operating system
- Issues:
 - Security issues with Flash
 - Long running phone calls
 - Audio quality and connection to the OS audio resources
 - More resource intensive

ActiveX Run-time Engine

- Owned by Microsoft
- Run-time engines available only for Microsoft Operating Systems
- Issues:
 - Does not support Linux or Mac OS
 - Components require installation
 - Security issues with ActiveX

Browser Plug-in

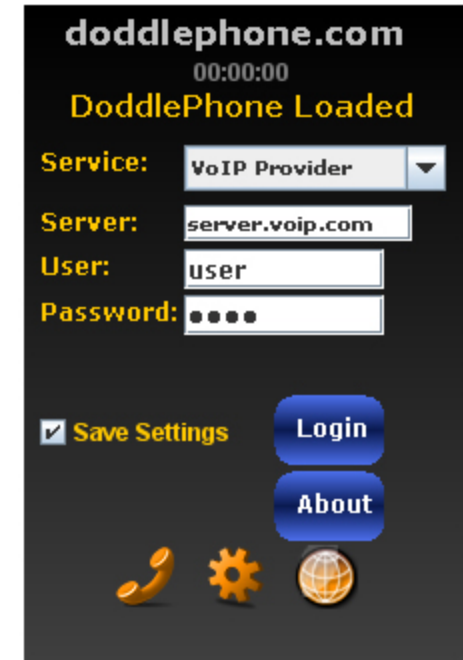
- Open XPI framework
- Available for every major operating system
- Issues:
 - Cross-browser support can be difficult
 - Less flexible architecture
 - Security issues

Application Installation

- Install components on a web server
- Embed object in HTML of web page
- Flash requires a media server to transfer audio to VOIP server
- Agent-side allow permissions or plug-in install

Doddlephone

- Java applet
- Allows user configuration
- Website: doddlephone.com
- Javascript API
- SIP protocol
- Codecs: G.711 / GSM / SPEEX / G.729 (royalty fees) / iLBC
- Multiple web browser support
- Windows, Linux, MacOS support



IAX Telephone 2

- Java applet
- Allows user configuration
- Website: silicontechnix.com
- Javascript API
- IAX2 protocol
- Codecs: G.711 / GSM / SPEEX / G.729 (royalty fees) / iLBC / lpc10
- Multiple web browser support
- Windows, Linux, MacOS support



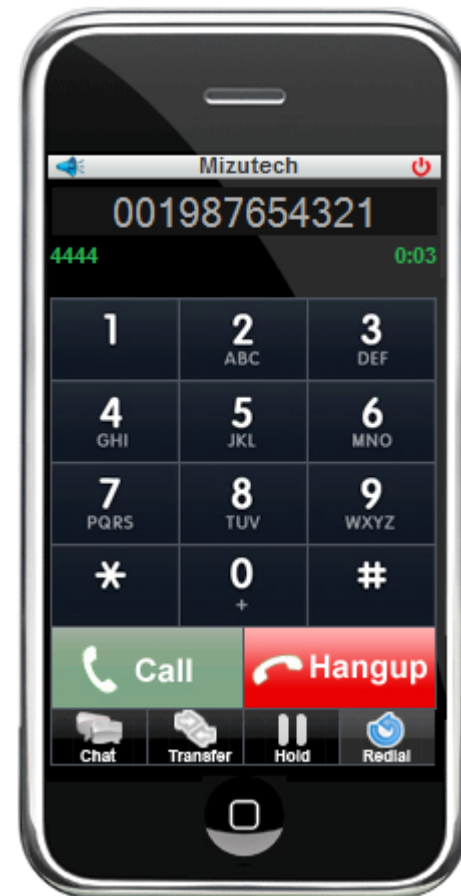
Mexaur Webphone

- Java applet
- Website: mexuar.com
- Javascript API
- IAX2 protocol
- Codecs: G.711u
- Multiple web browser support
- Windows, Linux, MacOS support



Mizutech Webphone

- Java applet
- Website: mizu-voip.com
- Javascript API
- SIP protocol
- Codecs: G.711 / G.729 / GSM / SPEEX
- Multiple web browser support
- Windows, Linux, MacOS support



Moziak Webphone

- Firefox plug-in
- Website: moziak.mozdev.org
- Javascript API
- IAX2 protocol
- Codecs: G.711
- Firefox support only
- Windows, Linux, MacOS support
- Not under active development



Sippy Webphone

- Java applet
- Website: sippysoft.com
- Javascript API
- SIP protocol
- Codecs: G.711 / GSM
- Multiple web browser support
- Windows, Linux, MacOS support
- Licensed per domain name



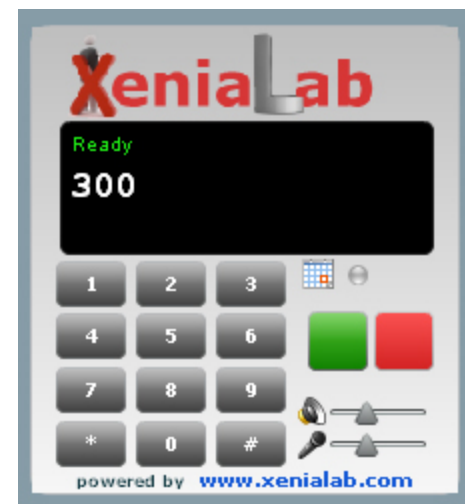
TringPhone

- Flash-based
- Website: tringme.com
- Javascript API
- SIP protocol
- Codecs: n/a
- Multiple web browser support
- Windows, Linux, MacOS support
- Pay-per-minute for SIP calls



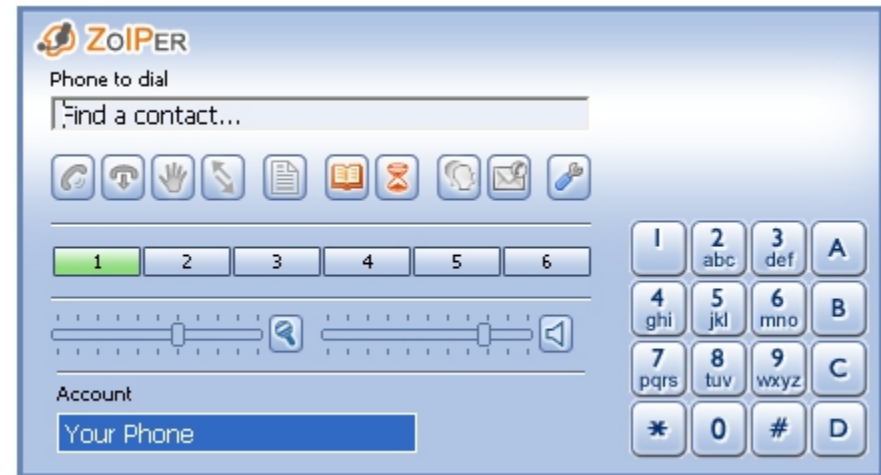
XeniaLab Webphone

- Browser-based plug-in
- Website: hand4shake.com
- SIP protocol
- Codecs: n/a
- Multiple web browser support
- Windows, Linux, MacOS support



Zoiper Webphone

- ActiveX and NPAPI
- Website: zoiper.com
- SIP and IAX2 protocols
- Codecs: GSM / a-law / u-law / Speex / iLBC 30 / iLBC 20
- Multiple web browser support
- Windows support only



Webphone Applications in the Call Center

- Agent interface integration
- Live blind monitoring of calls (local or remote)
- Listening to archive recordings
- Conferencing, coaching agents
- Quality Control
- Agent Training



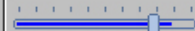
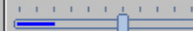
Monitor Page with Embedded Phone

VICIdial [Users](#) [Campaigns](#) [Lists](#) [Scripts](#) [Filters](#) [Inbound](#) [User Groups](#) [Remote Agents](#) [Admin](#) [Reports](#)

Real-Time Report [Choose Report Display Options](#) [RELOAD NOW](#) [MODIFY](#) [SUMMARY](#) refresh: 4 [webphone -](#)

Phone: 0000000000

State: Established



[+ VIEW MORE](#)

[HIDE USER GROUP](#)

[SHOW SERVER INFO](#)

[HIDE WAITING CALLS](#)

[SHOW IN-GROUP STATS](#)

[SHOW PHONES](#)

[HIDE CUSTPHONES](#)

DIAL LEVEL: 1.327 TRUNK SHORT/FILL: 0/0 FILTER: NONE TIME: 2011-01-31 13:34:58
DIALABLE LEADS: 111378 CALLS TODAY: 5 AVG AGENTS: 0.14 DIAL METHOD: ADAPT_TAPERED
HOPPER (min/auto): 2129/4 DROPPED / ANSWERED: 3/4 DL DIFF: 0.10 STATUSES:
LEADS IN HOPPER: 180 DROPPED PERCENT: 75.00% DIFF: 72.41% ORDER: DOWN
TEST: 1

2 current active calls 0 calls ringing 1 calls waiting for agents 0 calls in IVR
2 agents logged in 1 agents in calls 1 agents waiting 0 paused agents 0 agents in dead calls 0 agents in dispo

VICIDIAL: Calls Waiting

2011-01-31 13:34:58

STATUS	CAMPAIGN	PHONE NUMBER	SERVER_IP	DIALTIME	CALL TYPE	PRIORITY
LIVE	TESTCAMP	9999058829	192.168.198.5	0:12	OUT	52

VICIDIAL: Agents Time On Calls Campaign: [ALL-ACTIVE]

2011-01-31 13:34:58

STATION	USER	SHOW ID	INFO	USER GROUP	SESSIONID	STATUS	PAUSE	CUST PHONE	MM:SS	CAMPAIGN
R/7777	testing	±	ADMIN	8300	LISTEN	READY			17947:50	ASTRICON
8300@default10	test agent	±	ADMIN	8600051	LISTEN	INCALL I		9999028042	0:10	TESTCAMP

2 agents logged in on all servers

System Load Average: 0.22 0.11 0.03 M



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Thank you!

For more information, go to:

<http://www.vicidial.org>