Compunetix Video Call Center™

KEY BENEFITS

- Easy Customization
- No Downloads
- Call Recording
- Security (Secure Login & Encrypted Connection)
- High Quality Audio & Video
- Flexible Deployment Options

WebRTC Connection

OPTIONAL ADD-ONS:

- Secure, Private Cloud
- On-Premises Deployment Options
- Redundant WebRTC Server Deployment
- Customer Web Registration
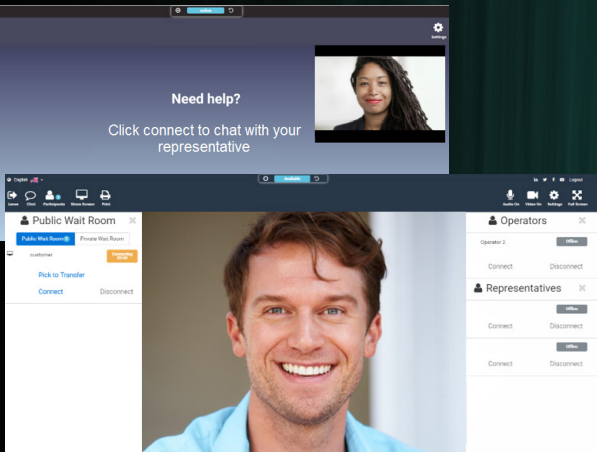- Custom Report Generation

Expert Assistance:

Enrich the Customer Support Experience with High Quality Video Communications

The Compunetix Video Call Center is a web-based transfer solution built with dynamic WebRTC technologies.

The reliable, customizable, and intuitive solution lets users take the leap into the next generation of high-quality remote video communications.

Intended to be utilized as an agent-assisted tool, the Compunetix Video Call Center seamlessly connects patients, doctors, customers, company representatives, support staff, and more.

Its easy-to-use video interfaces streamline communication and simplify the experience for all users.

www.compunetix.com

OPERATIONAL FEATURES

- One-Click Video Chat Integrations for Home Page
- Agent Call Transfer to Representatives or Supervisors
- Multi-Party Call Support (configurable)
- Admin Interface for Real-Time Monitoring
- Customizable on Hold Text Greeting Message
- Customizable Video on Hold
- Customizable Customer Entrance Form
- Agent Secure Login with Password
- Call Metrics Display
- Multiple Languages Support

APPLICATION FEATURES

- Chat Functionality
- File Transfer
- Attendees on Hold
- Participants List
- Customizable Themes & Color
- Customizable Tabs Description
- Customizable Ringtone
- Downloadable Reports
- Audible Call Notifications

USER BENEFITS

- Comfortable and Recognizable Video Reception
- Access to Remote Resources
- WebRTC Standard
- No Software Installation Required
- No Specialized Equipment Required
- High Quality, HD Voice and Video Collaboration
- Secure Encrypted Communications
- Share Personal Files Securely
- On-Screen Indicators Provide Call Status Information
- Easy Session Recording for Later Playback
- No Long-Term Storage of User Data

SPECIFICATIONS

Browser Requirements

Google Chrome

- Version 67 or Later on PC or Mac
- Version 67 on Android

Mozilla Firefox

- Version 52 or Later on PC or Mac
- Version 52 on Android

Safari (iOS or MacOS)

- Version 11 or Later

Recommended PC Requirements

- CPU: Quad-Core i5 Processor or Better
- RAM: 6 Gigabytes

Network Requirements

- Minimum Open Ports: TCP 443 Outbound
- Recommended Open Ports: TCP/UDP 3478 Outbound + UDP 49152-65535

Bandwidth

- Minimum for Mobile Devices 128kbps
- Recommended for Mobile Devices 384kbps symmetrical per stream per party
- Recommended for PC/Mac Users 1Mbps symmetrical per stream per party
- * Note: Connecting Desktop to Mobile results in an Asymmetric Connection

On-premise Video Call Center Deployment

Minimum Video Call Center server specifications for physical or virtual servers

- OS: Windows Server 2012 (and newer) or Linux (Red Hat Enterprise Linux/CentOS, Ubuntu)
- Dual Power Supplies
- Dual Network Interface Cards that support Bonding and Failover
- Dual 500G Hard Drives* in RAID 1
- Quad Core Processor
- 8G RAM

*Encryption Deployment requires encrypted Hard Disk

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the technology of cooperation

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