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
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: 2010-03-09
Appointment Time: 12:44
Favorite Color:
- Red
- Blue
- Green
- Purple
Appointment Notes:
Discussion Topics:
- Price
- Color
- Texture
- Shopping
Contact ID: 7275551113
Nearest City: Chicago
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

Visit: www.itexpo.com
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
Moziax Webphone

- Firefox plug-in
- Website: moziax.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

Real-Time Report

- DIAL LEVEL: 1.327
- TRUNK SHORT/FILL: 0 / 0
- FILTER: NONE

- DIALABLE LEADS: 111378
- CALLS TODAY: 5
- AVG AGENTS: 0.14
- DIAL METHOD: ADAPT_TAPERED

- 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

<table>
<thead>
<tr>
<th>STATUS</th>
<th>CAMPAIGN</th>
<th>PHONE NUMBER</th>
<th>SERVER_ID</th>
<th>DIALTIME</th>
<th>CALL_TYPE</th>
<th>PRIORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIVE</td>
<td>TESTCAMP</td>
<td>9999058829</td>
<td>192.163.198.5</td>
<td>0:12</td>
<td>OUT</td>
<td>52</td>
</tr>
</tbody>
</table>

VICIDIAL: Agents Time On Calls

<table>
<thead>
<tr>
<th>STATION</th>
<th>USER</th>
<th>SHOW_ID</th>
<th>INFO</th>
<th>USER_GROUP</th>
<th>SESSION_ID</th>
<th>STATUS</th>
<th>PAUSE</th>
<th>CUST PHONE</th>
<th>MN</th>
<th>CAMPAIGN</th>
</tr>
</thead>
<tbody>
<tr>
<td>R/1777</td>
<td>testing</td>
<td>+</td>
<td>ADMIN</td>
<td>8300</td>
<td>LISTEN</td>
<td>READY</td>
<td></td>
<td></td>
<td>17947:50</td>
<td>ASTRICON</td>
</tr>
<tr>
<td>8300defaul10</td>
<td>test agent</td>
<td>+</td>
<td>ADMIN</td>
<td>8600051</td>
<td>LISTEN</td>
<td>INCALL</td>
<td></td>
<td></td>
<td>0:19</td>
<td>TESTCAMP</td>
</tr>
</tbody>
</table>

2 agents logged in on all servers
System Load Average: 0.22 0.11 0.03  M
Thank you!

For more information, go to:

http://www.vicidial.org