

COCOS Click-to-Call



Feature Description

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1 Preface

1.1 Purpose of the document

The purpose of this document is to provide a short description of the COCOS Contact Center Click-to-Call integration.

Disclaimer

All figures presented in the document are print screens from different CDE realizations of Web Chat services. They are just examples and the concrete realization of the projects can have a complete different look-and-feel.

1.2 Used terminology

WebRTC (Web Real-Time Communication) is an API definition drafted by the World Wide Web Consortium (W3C) that supports browser-to-browser applications for voice calling, video chat, and P2P file sharing without the need of either internal or external plugins.

Term **Call** used in the document presents a call via any type of WebRTC channel:

- Audio channel,
- Video channel,
- Web Chat channel ...

1.3 Reference documents

Document	Description, hyperlink

1.4 Limitations in initiation of Click-to-Dial service

Initiation of Click-to-call service can be done from virtual any Web page containing a dedicated Web Chat initiation element. The only condition for successful service initiation is use of WebRTC compatible browser (Chrome, Firefox or Opera).

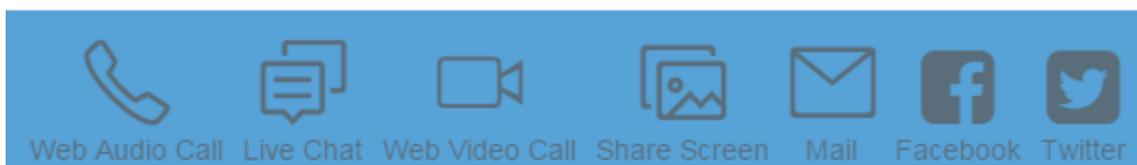
Audio call initiations is supported from: Chrome, Firefox, Opera, Yandex browser. In Safari and Internet Explorer 8 and above is supported with plug in option. Web page provider can control display of Click-to-call “button” based on browser capabilities.

Recently WebRTC is supported in different popular Operating Systems, such as Windows and Android. Unfortunately IOS Operating System still does not support WebRTC – functionality can be supported though through a Click-to-call APP (available shortly).

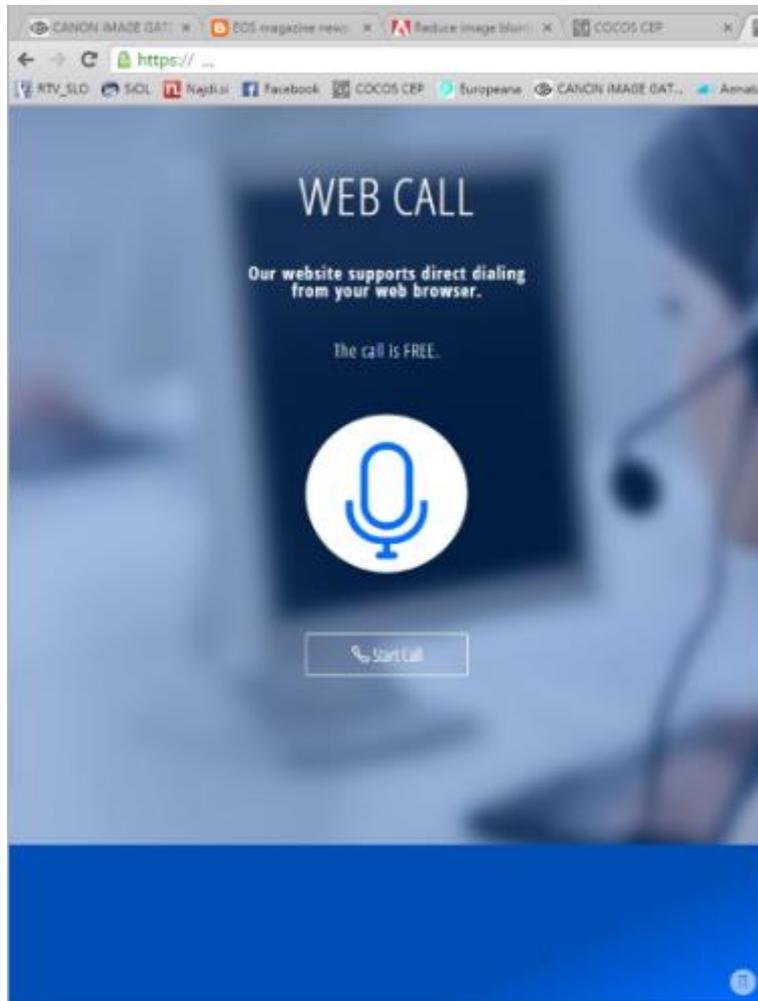
2 Click-to-Call button

Click-to-Call is a form of Web-based communication in which a person clicks an object (e.g., button, image or text) to request an immediate connection with another person in real-time either by phone call, Voice-over-Internet-Protocol (VoIP), or text. Click to talk requests are most commonly made on websites but can also be initiated by hyperlinks placed in email, blogs, wikis, flash animations or video, and other Internet-based object or user interfaces (Wikipedia).

In **COCOS Omnichannel Cloud CC Architecture** Click-to-Call enables placing an Audio/Video, Web Chat, Screen Casting, e-Mail or Social Media call via WebRTC protocol.



3 Click-to-Call button realization

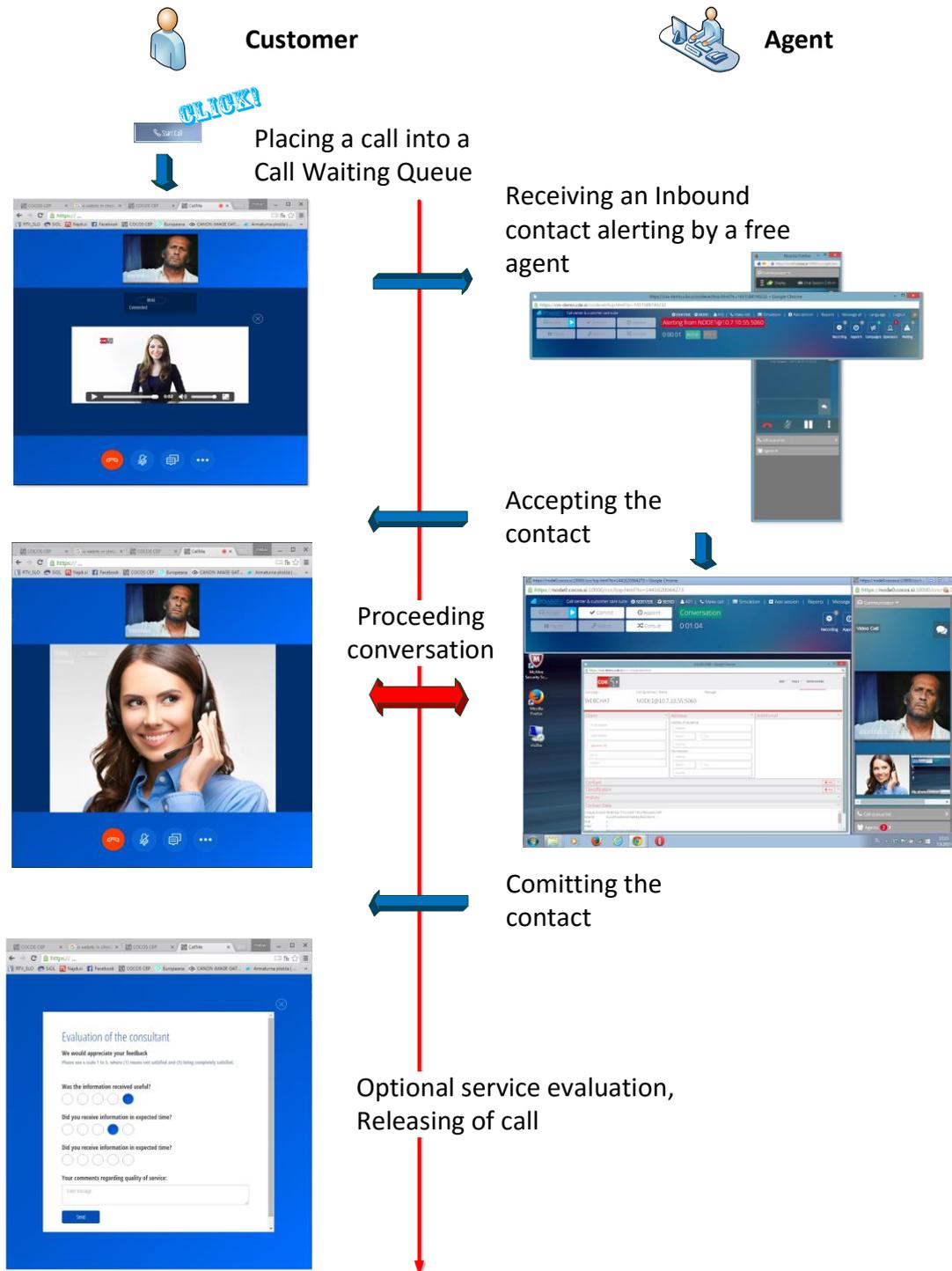


Click-to-Call button is realized via HTML code within an arbitrary Web page. Clicking the button can lead to different – Web page operator defined activities:

- Direct calling the defined Contact Center “service number” – placing the call into the Contact Center Call Waiting Queue,
- Opening a Web service questioner, to give the customer opportunity to present himself and his points of interests before directing the call into the Call Waiting Queue;

4 Example of Click-to-Call button service flow

The following picture presents example of Video Call flow, but is nearly identical to all types of contact channels.



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