AudioCodes WebRTC Solution for Contact Centers

The AudioCodes WebRTC solution is a highly secure, comprehensive, and easy to deploy web calling solution that delivers improved customer experience, cost savings and enhanced customer service operations.

AudioCodes' WebRTC solution comprises:

- a feature-rich, highly secure WebRTC gateway fully integrated with AudioCodes market-leading session border controller (SBC)
- a WebRTC client SDK, enabling quick and easy integration of WebRTC into client websites and smartphones.

The AudioCodes WebRTC solution provides enterprise IT administrators and contact center operators with a highly secure, comprehensive, easy to deploy, web-based voice communications solution that results in improved customer experience, cost savings and enhanced customer service operations.

Enhanced IT productivity and smoother

customer service operations

Simple and secure integration of WebRTC into enterprise and contact center operations

Features

- Fully integrated with AudioCodes SBCs for robust security and interoperability
- Seamless connectivity between WebRTC clients and VoIP deployments
- Click-to-call widget for simple addition of click-to-call buttons on websites
- High quality voice with built-in Opus support
- Support for real-time voice quality monitoring

Savings in communications and infrastructure costs



Simple integration of WebRTC functionality into websites without prior coding knowledge





WebRTC

Caudiocodes

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DATASHEET WebRTC

WebRTC Gateway								
Platform	VMware	KVM	AWS	Mediant 500/800		Mediant 4000	Mediant 9030	Mediant 9080
Number of WebRTC sessions	2,700	3,500	3,000	100		1,000	5,000	8,000
Number of WebRTC Opus to G.711 transcoding sessions	325	3,500	3,000	54 (Mediant 800C)		1,000	1,050 integrated or 5,000 with transcoding clusters	1,050 integrated or 8,000 with transcoding clusters
Fully featured, single instance WebRTC gatev	vay. The WebRTC ga	ateway is integrated	d with the SBC and	includes bo	oth signa	ling and media cap	pabilities.	
 ICE Lite support DTLS and SRTP support SIP over WebSocket WebRTC recording (using standard SIPREC protocol) High availability Client WebRTC SDK for Web, if Supported mobile platforms 	 Audio codec transcoding Signaling transport – WebSocket/UDP/TCP/TLS, IPv4/IPv6 SIP interoperability Call detailed records and performance monitoring OS and Android Web (HTML5), iOS and Android				 RTP <-> SRTP transrating OAuth, SIP digest user authentication SIP registrar Voice quality monitoring 			
Supported features	Voice and video calls, outgoing and incoming calls, chat							
Client authentication	SIP Digest and OAuth							
Web SDK								
Supported browsers	Chrome, Firefox, Safari, Edge							
Session rehydration	Hitting refresh page (F5) on browser causes only a short pause in a call, after which the call is resumed.							
Logging	Callback API for detailed SDK logs							
Geo-redundancy	SDK hops between SBCs if one is not available							
	SIP over WebSocket/SIP Register							
	DTMF/Hold/Retrieve/Transfer/Call waiting/Delayed-offer/3Pcc							
Web click-to-call widget. SDK wrapper allows	s click-to-call buttor	n integration into a	website with just a	few lines of	f code.			
iOS and Android SDK								
Native SDK (not a 'Web View' implementatio	n) for optimal user	experience						

Push notification for incoming calls

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