Functionality of Webitel

ⓘ This page describes the functionality of the current version of the platform Webitel v3.10. Technical implementation issues are not affected.

Webitel platform core

- Supports **SIP 2.0** and **WebRTC** telephony protocols.
- Support **WebSocket** protocol for working with web applications.
- HTTP **RESTAPI** support.
- **Webhook** technology support.
- Support for **video** and **audio** calls, using encryption, and without.

Intelligent call routing

- **Routing** - ACR scheme allows you to perform all actions on call routing: from receiving parameters and selecting the desired service algorithm, to distribution to internal / external numbers or operator groups.
- **Choosing the best route (LCR)** - regular expressions allow you to configure the best cost for the number dialed by the user.
- **Graphic editor** - all the main elements of the ACR scheme are available in the graphic editor, which allows you to quickly change the routing settings without programming skills.
- **Calendars** - the platform allows you to create an unlimited number of calendars based on time zones for use in routing calls or in outgoing calls.
- **Lists of numbers** - allows you to create black or white lists of phone numbers and carry out call routing based on the contact`s entry into one of the lists.
- **File Playback** - any supported audio file can be played in maintenance scripts. Also, it is possible to create a file using supported voice service providers.
- **Voice technologies** - using integration with different providers of voice services, in ACR schemes it is possible to use synthesis or speech recognition in languages supported by providers.
- **Work with Email, SMS and Messengers** - the basic components of ACR allow you to send Email / SMS messages, as well as, through Web requests, interact with different messengers, for example, Slack, Telegram.
- **Interaction with Web-systems** - using web-requests, you can receive and send information to any modern Web-system, which allows you more effectively organize call routing based on data in external CRM / Web-systems.
- **FAX messages** - the platform supports receiving FAX messages with further conversion to PDF format, saving in the call log and, if necessary, further sending by Email.
- **Call records** - the system provides the ability to record user conversations.
- **Conferences** - the platform allows you to route multiple calls to a common conference room. Both audio and video conferencing are supported.

Contact center

- **Operator statuses** - the system provides basic statuses: Ready, Break, Do not disturb, Not registered. It is also possible to expand existing statuses with your own.
- **Distribution of an incoming call** - the system has 9 strategies for distributing an incoming call to an operator. Connection is made only with the operator who is in the **Ready** status and is waiting for a call.
- **Calling without operators** - the platform supports the ability to download contacts for connection with a pre-configured ACR scheme. After the contact answers, the algorithm for switching to operators can be laid in the service scenario.
- **Calling with reservation** - the system implements an operator call-up of the contact base, in which each operator is pre-reserved for a certain contact and waits for the connection until he picks up the phone. This type of telephone call ensures the availability of the operator when the contact picks up the phone.
- **Predictive calls** - operator calls are performed with a prediction of call completion time. The platform begins to dial contacts before the end of the current calls. This algorithm has great efficiency in the presence of a large number of operators and lines.
- **Monitoring** - Kibana components provide the ability to view online call queues and operator statuses.

Statistics and reporting

- **Call Detail Record (CDR)** - a complete history of all incoming and outgoing calls with filtering and access to conversations records.
- **Collection of data on the call** - the system stores and allows you to build reports on all assigned variables or received from external systems during a call.

- **Data export** - all data accumulated in Webitel can be exported to CSV / Excel / JSON format. Also, it is possible to automatically send CSV files to Email according to a predetermined schedule.
- **Kibana** - built-in reporting system provides the ability to customize graphs based on accumulated historical data in the call log.
- **Monitoring** - Kibana components provide the ability to monitor calls online.

Integration

- **Data exchange through API** - the platform supports work with the HTTP REST API.
- **JavaScript library** - allows you to integrate telephony into any web application.
- **Webhook** - the platform can send any HTTP requests for internal events, such as: creating a new user, creating a new call, answering the operator, ending a call, etc.
- **Web sites** - the system provides the ability to create a callback form for ordering a call or (if the client browser supports the WebRTC protocol) a call from the site.
- **Microsoft SQL** - using the additional utility provides the ability to download contacts for automated dialing from Microsoft SQL tables.
- **LDAP** - with the help of an additional utility, you can import Webitel users from an external LDAP server.
- **AD** - platform supports the ability to authorize users of a client application using Microsoft Windows Active Directory or Microsoft Azure Active Directory.

Webitel Phone

- **Webitel Phone** is an open source desktop client application that interacts with the platform through the REST API and JavaScript library.
- **Informing** - the application can display information to the user upon an incoming call, which was formed in the ACR scenario script.
- **Calls** - support for the WebRTC protocol or call control on an external SIP phone.
- **Statuses** - management of the current status of the user from the client application. Displays the status of other users.
- **History** - access to the latest calls and conversations from the client application.
- **Callback** - access to the order history of calls from the site, with the ability to comment and close.
- **Single sign-on (SSO)** - the application supports the ability to authorize in Microsoft Windows Active Directory or Microsoft Azure Active Directory.