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# COMMSDESK

## Tech sheet

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## 1 INTRODUCTION

This document details the technical specifications for the CommDesk softphone product. The functionalities of each of the components that are part of the product are detailed below.

## 2 COMPONENTS

The CommDesk is made up of multiple components that offer a complete softphone solution to be used in telework, office, call centers, travel or residential. Each one of them is detailed below.

### 2.1 Core WebRTC

This component is responsible for the connection with the CommsMundi telephony module. It has the following features:

- ⑩ Encrypted JSON-RPC signaling
  - ↳ communication is encrypted using DTLS
- ⑩ audio encrypted
  - ↳ the entire call is encrypted via SRTP
- ⑩ encrypted video
  - ↳ the entire call is encrypted via SRTP
- ⑩ encrypted chat
  - ↳ all communication is encrypted using DTLS

#### 2.1.1 codecs

The codecs supported by the softphone are:

- ⑩ Supported audio codecs: G.711 (alaw/mulaw), G.722, OPUS
- ⑩ Supported video codecs: H.264, VP8 and VP9

### 2.2 BLF presence

Allows you to monitor the call status of extensions / local contacts.

### 2.3 Counted LDAP

This component allows connection to a remote LDAP contact server:

- ⑩ allows to search in the remote directory to launch new calls
- ⑩ allows to identify the name of the caller in the remote directory

## 2.4 Transfer

Allows call transfer. There are two transfer modes:

- ⑩ direct
  - ↳ transfers the call directly to the new destination
- ⑩ assisted
  - ↳ transfers two established calls to each other, that is, it allows a consultation call to be made to the destination before making the transfer

## 2.5 Conference

It allows you to make a conference between 3 participants, on each member you have the basic controls of the conference: mute, un-mute, disconnect.

## 2.6 functions / diversions

Allows integration with account diversions directly in the CM switchboard.

## 2.7 Automation

Allows integration of automatic actions (local programs) in call events.

## 2.8 updates

Component responsible for checking for new versions and updating to the latest version.

