

Sippo collaborator

Enterprise-grade multi-device unified communication suite integrated with existing customer PBXs and call center platforms.

Sippo collaborator provides a complete set of advance features like video conferencing, call recording, presence and messaging.



// COLLABORATION TOOLS



SCENARIO

Companies are concerned with UC architecture (independence of devices, avoid vendor lock-in, regulation compliance, etc).

SOLUTION

Users can access their existing PBX services with Sippo, including video and IM, from any device with no need to install or update anything. It connects with Skype for business, Cisco, Avaya, etc.

BENEFIT

Better user experience, full mobility, solves BYOD problem and reduces expenses in licenses and operation.





// Enterprise features



CONTACT LIST AND AGENDA

Autoprovision. Flexible integration with corporate directories.

PRESENCE

Active real-time presence, easy to federate with existing PBXs.

CALL RECORDING

Supports voice and video recording for legal compliance.

MEETINGS

Nominal or anonymous meeting rooms with calendar integration.

Sippo collaborator allows IT managers of enterprises and service providers to deploy mobile applications or just a lightweight web client without the hassle of installing any desktop application.

Sippo collaborator provides a new way of collaboration, integrating the legacy audio features with new modern media-based communications: video, chat, file sharing, etc. In summary, a rich collaboration experience in a flexible application.

// General features

Architecture independent client

MCU architecture support (single video stream).
SFU architecture support (multiple video streams).

Browser support

Support for Google Chrome (v62), Safari (v11.2), Mozilla Firefox (v57).

Codec support

Audio codec OPUS, G711 alaw/ulaw.
Video codec H264, VP8, VP9

Device support

Integration into 3rd party applications as a hybrid app.
Android/ iOS application.

Error handling

Automatic WebRTC de-registering when app crash or window is closed.
Reconnect and login after mobile application automatic standby.
Reconnect and login after browser page refresh (cookie ID).

Language support

Language interface in Spanish, English, French, Hebrew, Galician language and Catalanian.



File transfer

- ➔ Send local file.
- ➔ Receive a remote file transmission.
- ➔ Send link using the chat of online resources

Chat

- ➔ Send/receive chat message
- ➔ Manage multiple chat rooms.
- ➔ Create/ Remove / leave chat group.
- ➔ Chat invite to other participants.
- ➔ Show a list of files shared in the chat group, including sharing date.

Audio/video session (calls)

- ➔ Start, reject, accept, mute/unmute audio/video sessions.
- ➔ Video resolution up to 4k.
- ➔ Push notification for incoming calls.
- ➔ Add/remove a participant (including PSTN) to an active call.
- ➔ Setup a video-only session and redirect audio stream to another endpoint.
- ➔ Recover call if the window or media traffic is dropped.
- ➔ Callback from call history list.
- ➔ Dialpad panel (0-9 * #) with DTMF transmission.

Adapted web interface

- ➔ Responsive layout
- ➔ Video orientation linked to the mobile gyroscope.
- ➔ Color customization using CSS.
- ➔ Click on thumbnail to maximize selected video stream.
- ➔ Custom context information from callers.

Authentication and access control

- ➔ Guest access (ephemeral authentication).
- ➔ Seamless login (cookie based).
- ➔ LDAP, Microsoft AD, OAuth2 federated login.

Contacts & presence

- ➔ Retrieve, add, remove, modify contacts of local NAB.
- ➔ Select/unselect a contact as "favorite".
- ➔ Display contact list presence status (busy, away, offline).
- ➔ Dynamic presence status based on real user and call activity.
- ➔ Sync mobile device users.
- ➔ Profile picture section for user customization.

Meetings

- ➔ Create a 1-to-1 meeting with a guest (external users).
- ➔ Add calendar events integration into notification.
- ➔ Notify about 1-to-1 meeting through email and SMS backend.
- ➔ Create a multi-party video meeting room

Call management

- ➔ Using the on-hold feature, connect a holded call with an active callee.
- ➔ Put a call on hold.
- ➔ Single click to transfer an in progress call to a third party contact.
- ➔ Blind transfer to a direct number (PSTN destination), not a contact.
- ➔ Parallel forking support.

Screen Sharing

- ➔ Start/stop screen sharing session.

Whiteboard

- ➔ Draw a straight line, rectangle, circle, etc
- ➔ Background customization (HTTPS resource, local file, local video)

// Management - Sippo manager



Sippo manager is a web interface for management of users, campaigns and agents, including reporting and troubleshooting.

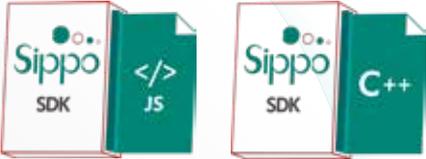
All this management information is easily available through the Sippo Service API (S-API).



// Integration with enterprise assets



Sippo collaborator



Ad-hoc development based on Service API and CSS



ACTIVE DIRECTORIES

Connectors to manage authentication, user policies and contact list using existing assets of the company.



BUSINESS TOOLS

Service API helps to manage users, policies, services and retrieve information of Sippo from business tools.



PBXs

Interconnection with PBXs and PSTN is possible via SIP protocol.

// Sippo products



Provider of modules for pre-build use cases and an open API/SDK to support and create new ones.



WebRTC orchestrator that hides all the complexity in real field deployments of the technology.



Telco services in a mobile-focused easy-to-use application for residential and enterprises.



Quobis is a leading European company in the delivery of carrier-class unified communication solutions for telcos and enterprises.

Quobis is well-known as one of the leaders in the deployment of WebRTC technology after being involved in the release of the industry-first application server, called Sippo WebRTC Application Controller.

Today, this element is part of the core network several telcos worldwide. In addition Sippo is helping enterprises to defeat the challenges behind digital transformation processes using real-time communications

The company is headquartered in Vigo, Spain with partners throughout the world.