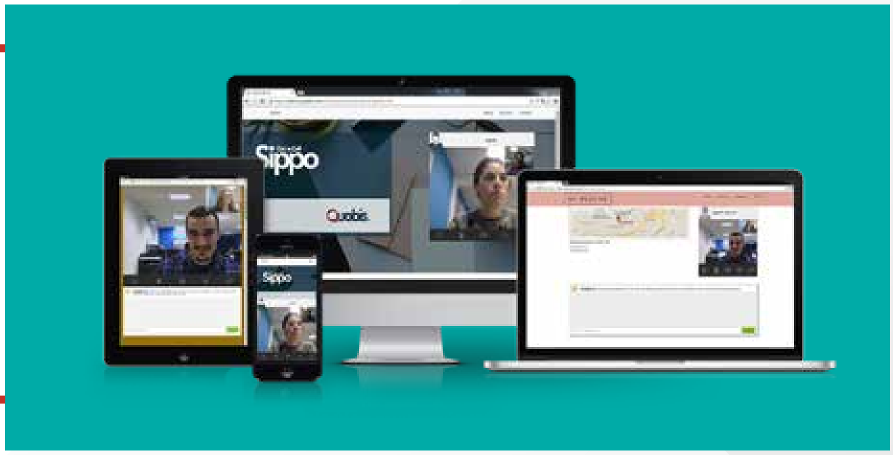
Sippo.hub

Enterprise-grade server that enables companies with **customer-care applications** based on multimedia real time communications to defeat the challenges of digital transformation while **keeping** the **existing call center infrastructure.**



// KEY FEATURES

- Messaging
- Audio & Video
- File transfer
- Screen sharing
- Co-browsing

// Add video and collaboration to call centers

Sippo calls are adapted to SIP platforms and routed by the ACD. The agents can answer the voice call using the existing platform.

While keeping the voice call via the VoIP platform, video and collaboration (screen sharing, etc) will be placed browser to browser, adding multimedia capabilities to agents really fast.

Sippo hub provides modules for prebuild use cases and an open API/SDK to support and create new ones.

- Document review
- ID verification
- Video evaluation
- Telemedicine
- Browsing assistance

// Making digital transformation easier

Video calls recording for customer ID verifications.

Remote video evaluation for field support.

Assistance to navigate via cobrowsing and contextual information.

Joint document review with an agent a documents, bills, etc.

// Management - Sippo manager

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

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

// General features

File transfer

- Send files between peers.
- Accept / reject file transference.
- Store the files transfered on the server side.
- Cancel on-going transferences.

FEATURE

Chat service

- Chat services for 1-to-1 or n-to-n based on WAPI messages.
- Chat service for 1-to-1 based on SIP instant messaging.

FEATURE

Call routing services

- Notify a single user or group about an incoming call.
- Notify an external service about an incoming call.
- Check external REST API services to assign a call to an specific user.
- Route a call based on the specific WAC username.
- Route a call based on the user friendly name (local agenda).
- Route a call based on the IMS credentials username (SIP address)

FEATURE

hub

Datachannels & datapipes

- Use datachannels.
- Use datapipes to share custom information between apps.

FEATURE

Presence

- Automatically / manually set user specific presence status.
- Retrieve user specific presence status

FEATURE

[REC]

Recording capabilities

- Record 1-to-1 and group calls.
- Export recording files to an external storage server.
- Store partial recording of a call.
- Store events and timestamp marks on the recording.

FEATURE

Adaptive architectures

- On premises deploy over hardware host, VMware, docker, Azure, AWS.
- Adaptive architecture based on services and backends.
- Multiple feature implementations (backends) for the same service (feature).
- Configurable access to network interfaces.
- Integrated HTTP static server to serve the Sippo Apps integrated within the WAC or 3rd party apps.
- Support HA architecture based on cluster deployment.
- Multi Tenant support based on domains.

ARCHITECTURE

Push and notification service

- Wakeup a background app to receive an incoming call.
- Notify an app about other communication events (chat, file transfer, etc).
- Noitfy external users about a meeting using SMS or email.

FEATURE

Scalability

- Handle up to 70k concurrent sessions and media calls (registered users).

ARCHITECTURE

MANAGEMENT

Data exposition (SAPI & WAPI)

- Secure interface (WSS) of communication between SippoSDK apps and the Sippo server.
- Per feature endpoint permission customization.
- Secure interface Service REST API exposed from Sippo server available to be consumed by third party apps (SAPI).

MANAGEMENT

Authentication & login

- Validate requests from anonymous users, user-pass pair, custom token and others.
- Create sessions based on user-pass schema, custom token, oAuth2for MS Active Directory, Google, Facebook, etc.
- Create sessions based on digital certificates pre-installed into the browser's device.
- Grant login, secure credntials and avatars to system users.
- Grant securte credentials for system users.
- Generic key-value pairs for a system user

MANAGEMENT

User management & policies

- Asign capabilities to specific users, domains, applications, etc.
- Handle specific user/domain contacts.
- User's NAB (Network address book).
- Retrieve contacts from device.
- Handle contacts from a MS active Directory server.

MANAGEMENT

Management services

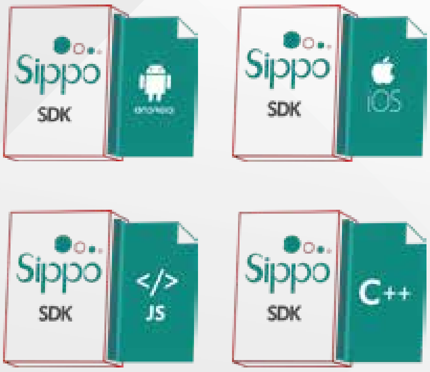
- Admin CLI for authentication management.
- Admin CLI for user profile and capabilities management.

Activity logs and monitoring

- Session logging: user registration timestamp and presence status.
- Call logging: callerID, calleeID, timestamps, end reason, Qos (packet loss, jitter, codecs used), etc
- Log stack messaging (WebRTC signaling).
- Log WAPI messages (app signaling) and SAPI messages (managment commands: CLI & 3rd party).
- QoS alarms: notifications per packet loss treshold.
- SNMP system monitoring support.

// Integration with enterprise assets

Prebuilt applications for users (click to calls,...) and agent tools.



Ad-hoc development based on SDKs

Sippo hub

CONTACT CENTER PLATFORM

Interconnection with ACD of the contact center, so customer can use the routing engine for allocate the available agentes and monitor service and KPIs.

BUSINESS TOOLS

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

// Sippo products

Sippo collaborator

Fully-featured WebRTC-enabled unified communication suite with advanced capabilities.

Sippo wac

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

Sippo ecco

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

Quobis

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.