



What is CTiContRol®?

CTiContRol® for GSuite is a powerful RTC (Real Time Communications) suite with several components and API integration that extend the functionality of some Google GSuite applications to integrate the customer's unified communications platform with Google's collaboration tools.

It is a cloud solution that allows to use the current communications infrastructure of companies and integrates seamlessly with any phone system such as: Cisco, BroadSoft, Avaya, Metaswitch, Alcatel, Unify, 3CX, Asterisk, GrandStream and many more.

Webphone CTiContRol® for GSuite

CTiContRol® for GSuite includes a Webphone for the Google Chrome browser, which extends the interfaces of Google Contacts and Gmail. It allows the user to register with their GSuite account to the communication server or softswitch, unify the contact list directly from Google Contacts including the corporate extensions directory and use the following telephone features from various GSuite applications such as: receiving calls, call waiting (Hold), transfer, reception of MWI lamps.

How does it work?

The end user only needs to install the CTiContRol for GSuite extension from the Google Chrome WebStore, which uses WebRTC technology to transmit and receive unified communications in the browser. From that moment on, whenever you are registered in your Google GSuite collaboration tool, you will be able to enjoy all the functionalities offered by CTiContRol® by clicking on the enabled extension at the top of your browser.

The administrator uses the CTiContRol® Server to configure the voice services, user profiles and check reports on the use of the platform.

With the new telephony experience, the end user will be able to work from home, communicate a click away with people in the corporate directory of Google Contacts or Gmail, receive and make calls without using VPN or additional applications.

Benefits

Communicate with CTiContRol® from different devices (PC, Tablets, Mobile, HardPhone) and anywhere.



Receive missed call and voicemail alerts to corporate Gmail.



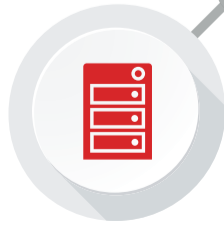
CTiContRol® adds value to the different business models available.



Record all voice interactions and metadata thanks to the integration with CTLog®.



CTiContRol® integrates with your existing IPPBX and Contact Center infrastructure.

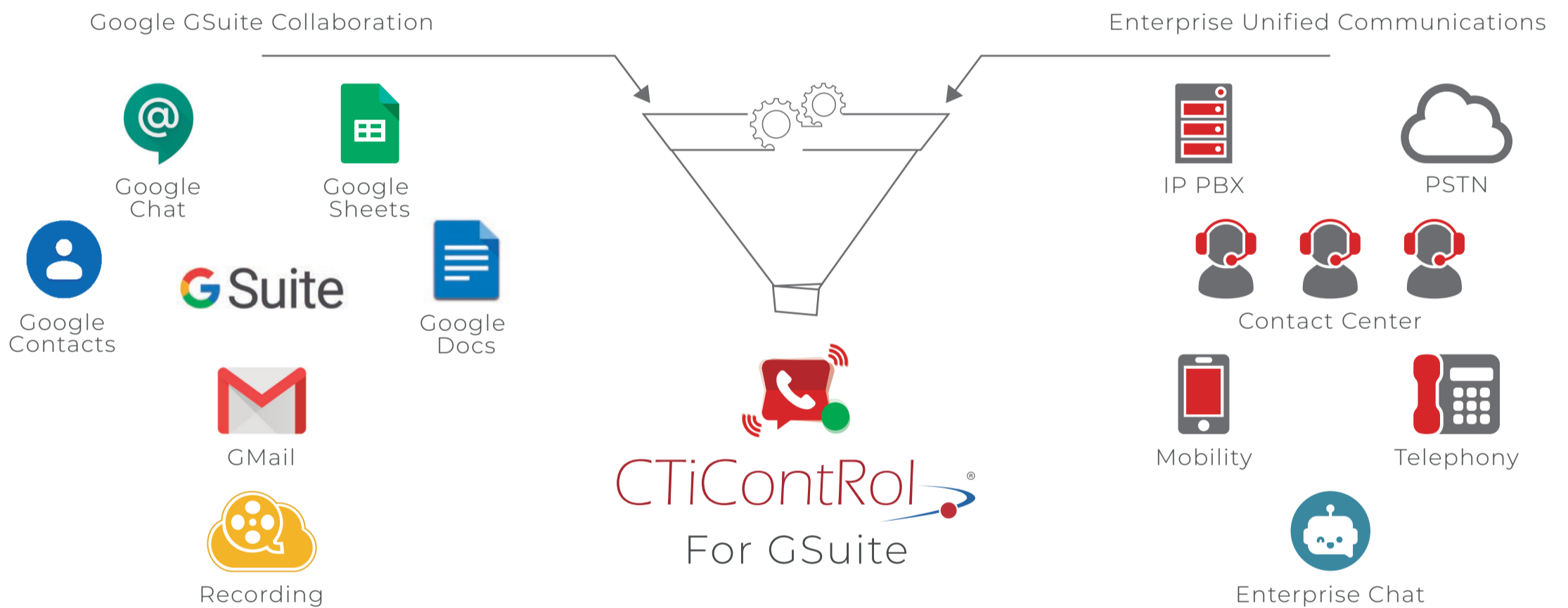


Make calls or video calls from the desktop of Gmail, Google Contact, Directory, Docs, Spreadsheets, Presentation, and Meet Chat.





Architecture



Technical specifications

TECHNOLOGICAL PLATFORM

Supported operating systems:	Windows 7, 8, 8.1, 10. Linux Ubuntu/Debian/Fedora. MacOSX 10.10 or later.
Server architecture:	WebRTC to SIP server.
Client architecture:	WebRTC Webphone extension.
PC specifications:	Processor: Intel Celeron 1.9Ghz. Memory 4Gb RAM or greater. Available Disk Space: 250Mb.
Supported browsers:	Google Chrome 44 or superior. Google Canary. Microsoft Edge.
SIP registration:	Yes, supported through Google OAuth2 integration.
Java Script support:	Yes, supported with Event Handler.
HTTPS support:	Yes, supported.
Support for call recording:	Yes, active recording through SIPREC.

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SIP FUNCTIONS

Outgoing call:	Outgoing WebRTC Call to SIP INVITE.
Incoming call:	Incoming call from SBC or PBX to WebRTC Offer.
Multiple SIP lines:	Yes, supported with call hold.
Call Transfer:	Yes, supported. SIP REFER. Cold (blind) and warm (attended) transfers.
MWI:	Yes, supported SIP NOTIFY.
Mute:	Yes, supported.
Do not disturb:	Yes, supported.
Call hold:	Yes, supported, CALL HOLD, CALL RETREIVE.
Auto answer:	Yes, supported.
Redial:	Redial: Yes, supported.
Conferences:	Yes, supported, through conference rooms on the PBX. Up to four simultaneous participants in audio and video.
Voice Codecs:	G.711U, G.711A, G.729ab, G.726.
Video Codecs:	H.264, H.264, MP4v, VP8, VP9.
Dial plan:	Yes, supported for internal, national, international and cell phone calls.
NAT:	Yes, supported. TCP Ports: 8088, 8089, 8188, 8989. UDP Ports: 20000-40000.
On-demand recording:	Yes, supported with Google Drive integration.
Billing:	Includes CDR for integration with Dali Billing System.
Default SIP informational messages:	Yes, supported.
Presence:	Registered, available or busy.

USER INTERFACE

Presentation:	Google Chrome extension.
Ringtone:	Default ringtone.
Notification:	Google Notifications support for incoming calls.
Multimedia permissions:	Use of microphone and speaker by Google Chrome.
Custom interface:	Yes, HTML5 template with CSS3.
CTI integration type:	Webphone or hardphone call.
Voicemail and email integration:	Yes, supported.
Email integration:	Yes, supported. Voicemail, Fax message and Missed Call Alert.
Call events email notification:	Yes, supported. Incoming, outgoing and missed calls.
Contacts interface:	Google Contacts, Google Directory, LDAP.
Device settings:	Camera, microphone, speaker and ringer device.
Webphone logo settings:	Yes, supported.
Language:	Spanish and English.

INTEGRATIONS

Google GSuite:	Google Contacts. Google Directory. Gmail. Google Apps for Work (Docs, Spreadsheets and Presentation). Google Meet Chat.
Salesforce:	Yes, supported.

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