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AMC Native WebRTC Client

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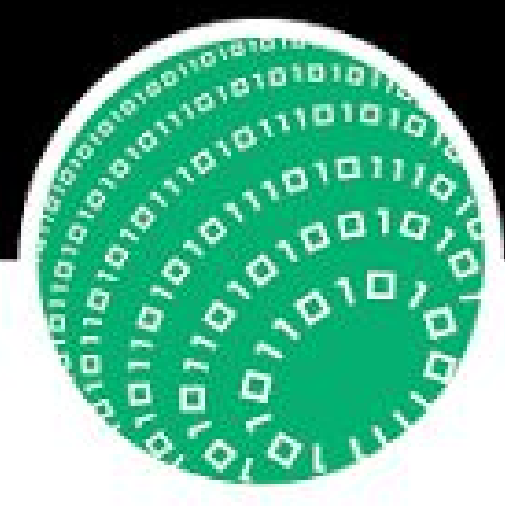
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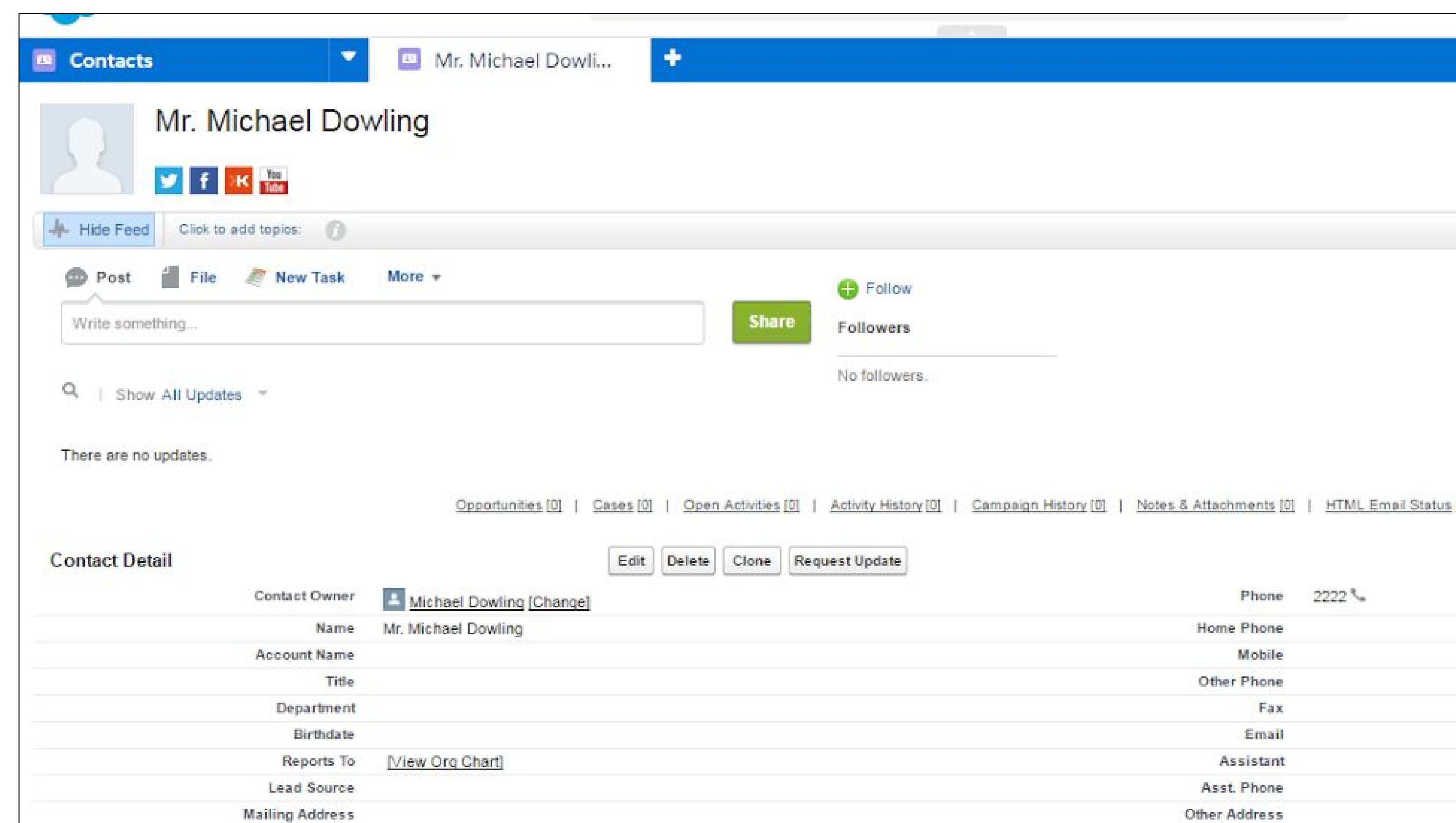


AMC Native WebRTC Client

CS304 | Team members: Kellan Childers, Michael Dowling, Sherdil Khawaja | Faculty adviser: Robert Dahlberg | Sponsor: AMC Technology | Sponsor adviser: Rajbans Joshi

Introduction

- ❖ **Traditional call centers** and telecommunication hardware is being replaced by thin, browser-based, cloud enabled web services.
- ❖ **Industry standards** for web based communication protocols, such as WebRTC are being established.
- ❖ **AMC needed to address** this new technology, while maintaining a hybrid approach of server-based capabilities, taking advantage of the web-based communication channel, while broadcasting events to the Contact Canvas Server.

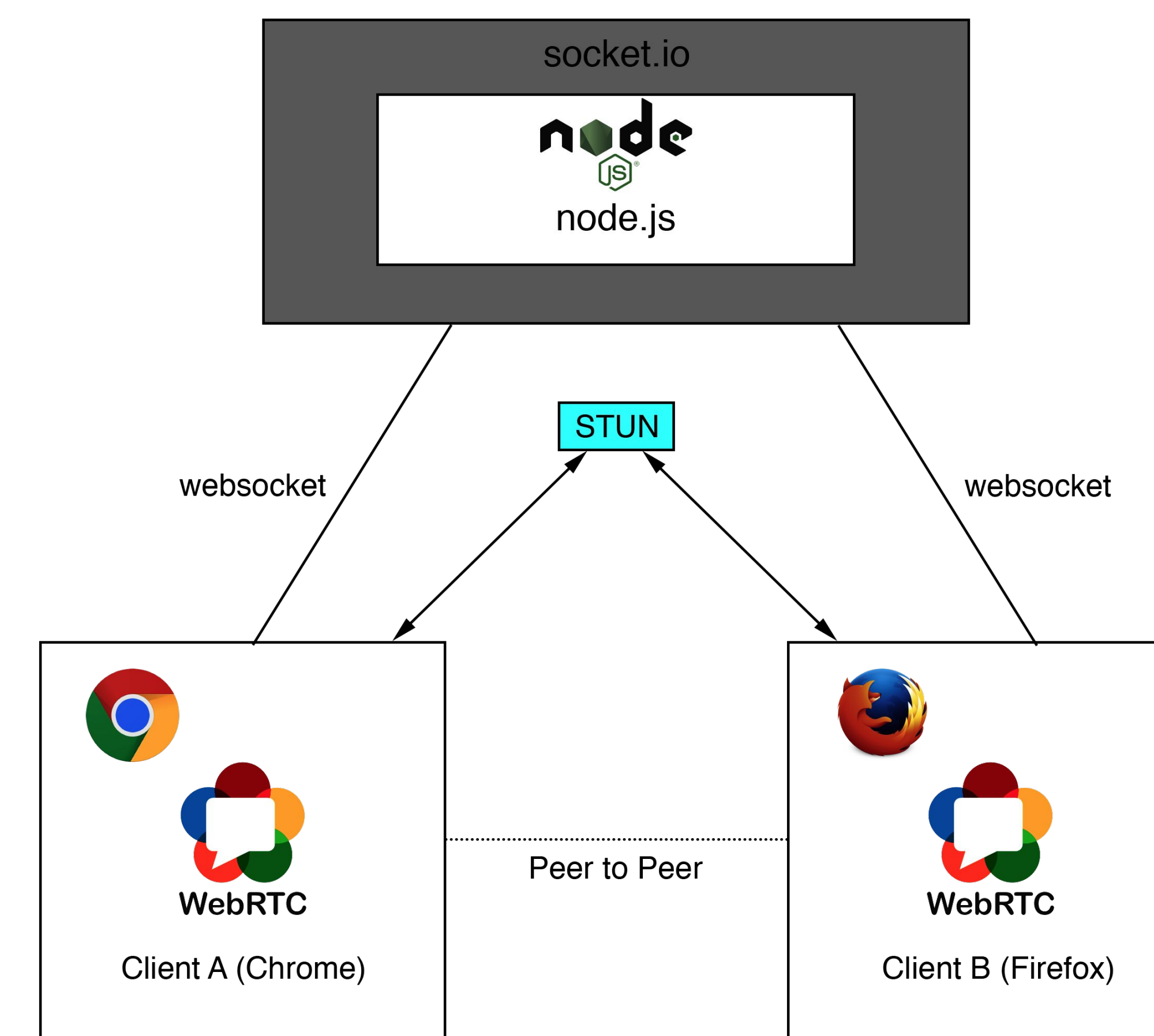


Description

- ❖ **Contact Canvas Agent Palette** is the editing platform of the AMC adapter for Salesforce.com, allowing agents to communicate with customers through the AMC adapter/ Softphone.
- ❖ **Using Agent Palette**, the task was to integrate Video Chat using WebRTC into the AMC toolbar.
- ❖ **Two agents connect** with one another over a peer-to-peer connection. Once the connected the two can communicate through video chat and also support Screen Pop.

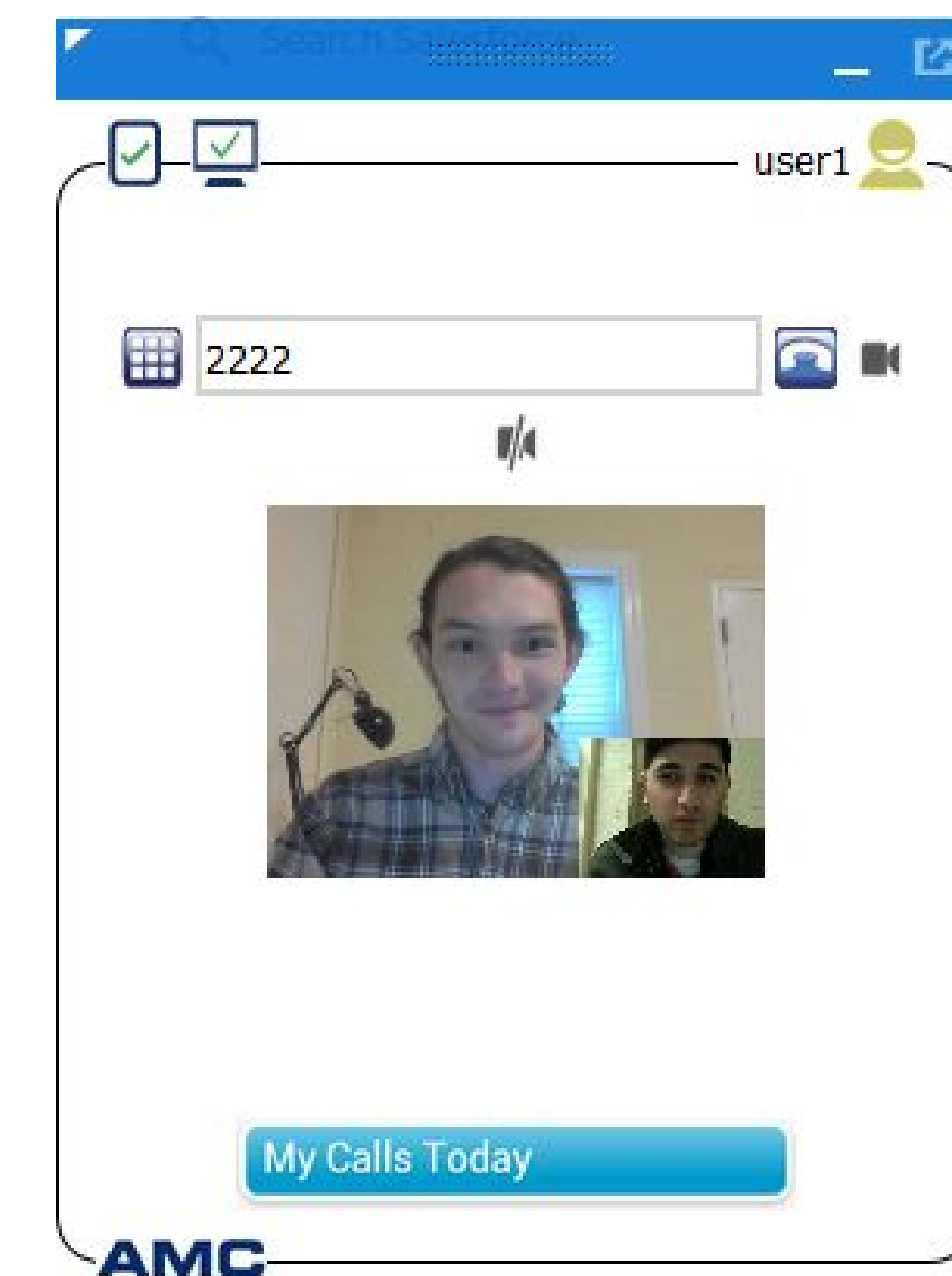
Components

- ❖ **We used** the AMC adapter for Salesforce.com, including the Agent Palette, and the Salesforce.com Customer Relation Management (CRM).
- ❖ **The AMC adapter** is an HTML Softphone that can be used to voice enable salesforce.com.
- ❖ **Implemented WebRTC** into Contact Canvas Agent to video chat with customers. Socket.io and Node.js were used to communicate with the server side.



Layout

- ❖ **Agent communicating** with another through WebRTC video chat with separate computers.



- ❖ **Eventually** the goal is to use this same technology to establish communication between the agent and the customer.

WebRTC

