

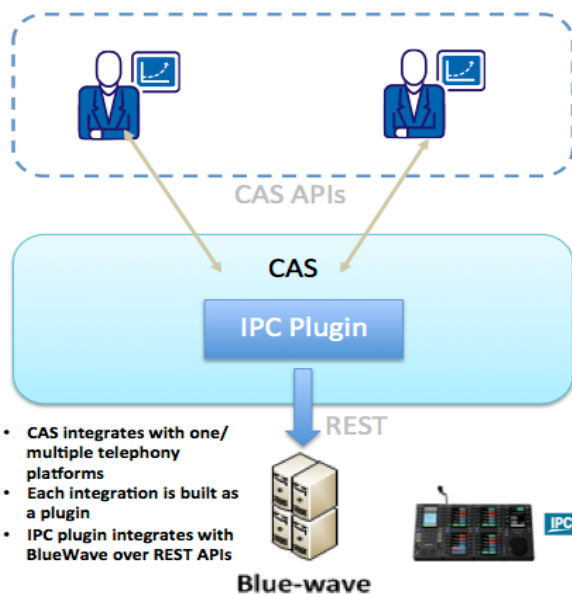
CAS-FOR-IPC

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comitFS used the CAS API to connect to the IPC Plugin. The IPC Plugin integrates with BlueWave Platform over its CTI interface. The CAS IPC plugin interacts with BlueWave APIs exposed by the Bluewave server.

comitFS Application Server (CAS), a unified communication server offers enhanced voice management to enterprises users. The modular architecture of the CAS offers a plug-n-play functionality to build new telephony CTI adaptors in the form of plugins.

The CAS integrates with multiple telephony platforms, with each integration built as a plugin. The IPC plugin interacts with BlueWave over REST APIs. The CAS exposes an XMPP based interface enabling client application to perform call-control on an IPC device.



IPC plugin processes the CAS commands and triggers the relevant REST API to the BlueWave server, the plugin can also be configured to integrate multiple BlueWave servers by creating a site on IPC admin page. The IPC plugin triggers call-status notifications indicating the current state of the call and valid actions. IPC plugin offers a feature to add and manage multiple sites enabling a CAS instance to integrate with BlueWave instances setup at multiple sites.

The BlueWave Platform exposes Unigy features through the Unigy BlueWave API, which consists of the following high-level categories:

- › **Unigy BlueWave CTI API:** The Computer Telephony Integration API (CTI API) is used to manage calls. It consists of the Session API, CTI Monitor API, Call API, and Device API.
- › **Unigy BlueWave Data API:** The Data API is used to retrieve configuration and data-related information from Unigy.
- › **Unigy BlueWave Monitoring API:** The Monitoring API is used to retrieve monitoring-related information from Unigy.

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