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| Book Name: | [**Mathematics and Computer Science: Research Updates**](https://www.bookpi.org/bookstore/product/mathematics-and-computer-science-research-updates-vol-1/) |
| Manuscript Number: | **Ms\_BPR\_4488** |
| Title of the Manuscript:  | **CTI Integration in Contact Centers: A Comparative Analysis of Security, Scalability, and Challenges in Legacy vs. Cloud-Based Systems** |
| Type of the Article | **Book Chapter** |

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| PART 1: Comments |
|  | Reviewer’s comment**Artificial Intelligence (AI) generated or assisted review comments are strictly prohibited during peer review.** | Author’s Feedback*(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)* |
| **Please write a few sentences regarding the importance of this manuscript for the scientific community. A minimumof 3-4 sentences may be required for this part.** | **This manuscript provides a timely and comprehensive analysis of Computer Telephony Integration (CTI) in contact centers, comparing legacy on-premises systems with modern cloud-based solutions. Its focus on security, scalability, and integration challenges is highly relevant given the rapid digital transformation across industries. The development of a security-focused comparative framework offers valuable insights for IT professionals, contact center managers, and researchers, particularly in understanding the trade-offs between traditional and cloud-based architectures.** |  |
| **Is the title of the article suitable?****(If not please suggest an alternative title)** | The title accurately reflects the content, but could be slightly refined for clarity:**"Comparative Analysis of CTI Integration in Contact Centers: Security, Scalability, and Challenges in Legacy vs. Cloud-Based Systems."** |  |
| Is the abstract of the article comprehensive? Do you suggest the addition (or deletion) of some points in this section? Please write your suggestions here. | **The abstract is comprehensive, clearly outlining the study’s aim, methodology, and key findings.** |  |
| **Is the manuscript scientifically, correct? Please write here.** | **The manuscript is scientifically sound with a robust comparative framework supported by case studies, technical evaluations, and industry trends. The discussion on encryption protocols, API integrations, and compliance with GDPR and HIPAA is thorough. However, the study could benefit from more empirical data, such as performance benchmarks or real-time analytics results.** |  |
| **Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.****-** | **The references are extensive, covering both foundational and recent works. However, integrating more recent academic studies (2022–2024) on CTI, cloud security, and AI-driven contact center technologies would enhance the literature review.** |  |
| Is the language/English quality of the article suitable for scholarly communications? | The language is generally clear and suitable for scholarly communication. Minor grammatical corrections and rephrasing of lengthy, complex sentences would improve readability and coherence. |  |
| Optional/Generalcomments | This manuscript is a significant contribution to CTI integration research. Enhancing the study with performance metrics, additional case studies, and recent references would improve its impact. Addressing minor language issues and providing more real-world data comparisons between legacy and cloud systems would strengthen the manuscript’s practical relevance.**Strengthen the Methodology Section*** **Clarify Data Collection Methods:** Provide more details about how case studies were selected. Were they based on specific criteria (e.g., company size, industry, technology stack)?
* **Add Quantitative Analysis:** Include performance benchmarks such as latency, uptime, cost efficiency, or resource utilization metrics to support the comparative analysis.
* **Address Limitations:** Acknowledge potential biases or gaps in data, especially if certain regions or industries were underrepresented in the case studies.

**Enhance the Security Analysis*** **More Technical Depth:** Provide technical details on encryption protocols (e.g., AES-256 vs. TLS 1.3), secure API management, and cloud-native security tools (e.g., AWS Shield, Azure Sentinel).
* **Address Zero Trust Architecture:** Discuss the adoption of zero-trust security models in modern cloud-based systems, which is a growing trend in cybersecurity.

**Revise the Conclusion Section*** **Future Directions:** Expand on future research areas, such as the integration of AI in CTI, the role of blockchain for secure communications, or predictive analytics for customer behavior.
* **Actionable Recommendations:** Provide clear recommendations for organizations considering CTI integration, based on the findings.
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| **PART 2:**  |
|  | **Reviewer’s comment** | **Author’s comment** *(if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)* |
| **Are there ethical issues in this manuscript?**  | *(If yes, Kindly please write down the ethical issues here in details)* |  |

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| **Reviewer Details:** |
| Name: | **A. S. Manekar** |
| Department, University & Country | **SSGMCE, SGBAU, India** |