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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 minimum of 3-4 sentences may be required for this part.** | This manuscript is valuable as it provides a comparative analysis of Computer Telephony Integration (CTI) in legacy and cloud-based contact centers. It addresses critical aspects such as security, scalability, and integration challenges, making it relevant for both academic researchers and industry practitioners. The study offers practical insights into the adoption of cloud-based CTI solutions and highlights emerging trends, ensuring its relevance in evolving technological landscapes. Additionally, it contributes to the Peer-review Database, allowing future researchers to build upon its findings. |  |
| **Is the title of the article suitable?**  **(If not please suggest an alternative title)** | Yes, the title accurately reflects the content of the manuscript. No changes are necessary. |  |
| 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 well-structured and summarizes the key findings effectively. However, it could benefit from a clearer emphasis on the unique contributions of the study, particularly the development of the security-focused comparative framework. Expanding on the significance of this framework for industry adoption and regulatory compliance would improve clarity. |  |
| **Is the manuscript scientifically, correct? Please write here.** | Yes, the manuscript is scientifically sound, providing a detailed methodology, evaluation criteria, case studies, and results. It presents a thorough analysis of CTI in both legacy and cloud-based environments, supported by relevant industry references. The paper aligns well with the principles of objective evaluation, and its transparency in methodology ensures that future researchers can replicate and verify findings. |  |
| **Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.**  **-** | The references are generally sufficient and relevant, covering security, scalability, and integration challenges in CTI. However, adding more recent sources (2023-2024) on AI-driven CTI solutions and hybrid CTI models would strengthen the study. Suggested sources:  Barrett, C. (2024). AI in Contact Centers: The Next Evolution in Customer Service. Webex Blog.  Irving, L. (2024). How Cloud-Based Contact Centers are Transforming Customer Experience. California Business Journal.  Keshri, K. (2024). The Role of Digital Communication in Enhancing Customer Interaction. NovelVox Blog. |  |
| Is the language/English quality of the article suitable for scholarly communications? | The language is clear and appropriate for scholarly communication. Minor grammatical refinements could improve readability, but overall, the manuscript is well-written. Clarity in defining technical jargon would enhance accessibility for interdisciplinary readers. |  |
| Optional/General comments | The study could explore the potential of hybrid CTI models, integrating both legacy and cloud-based systems, as a transitional approach for organizations hesitant to fully migrate.  Including a discussion on the financial implications of vendor lock-in in cloud-based CTI solutions would strengthen the manuscript.  Expanding the discussion on compliance with evolving data protection regulations (e.g., GDPR, HIPAA) will ensure the manuscript remains relevant in light of changing policies. |  |

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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: | **Divyank Gupta** |
| Department, University & Country | **India** |