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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 chapter provides a detailed comparison of how Computer Telephony Integration (CTI) works in traditional (legacy) and modern (cloud-based) contact centers. * It explains security issues, challenges, and how businesses can integrate CTI efficiently. * This study is valuable for companies planning to move from old telephony systems to cloud-based solutions to improve customer service and security. * The research also suggests security measures and AI-based solutions to make telephony systems more reliable and safe. |  |
| **Is the title of the article suitable?**  **(If not please suggest an alternative title)** | Title is good |  |
| 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 good, which is highlighting key findingings at the beginning if possible methodology can be modified to keep it simple |  |
| **Is the manuscript scientifically, correct? Please write here.** | Yes, provides valid comparisons, real-world case studies, and a structured analysis of legacy vs. cloud-based CTI systems. |  |
| **Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.**  **-** | The references are good, add more recent references |  |
| Is the language/English quality of the article suitable for scholarly communications? | Language is easy to understand, however in some lot of technical jargons are used which can be minimized |  |
| Optional/General comments | Well structured, if additional comments can be added how a company can transition rom legacy to cloud-based CTI |  |

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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: | **Girish Wali** |
| Department, University & Country | **USA** |