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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 provides a **comprehensive comparative analysis** of **Computer Telephony Integration (CTI)** in legacy and cloud-based contact centers. The discussion on **security, compliance, and integration challenges** is highly relevant for businesses transitioning from traditional on-premises systems to cloud-based solutions. The study also offers **practical insights** through case studies, which enhance its value for **academia, industry professionals, and IT decision-makers**.The security framework and cost-benefit analysis further solidify its contribution to the field. |  |
| **Is the title of the article suitable?****(If not please suggest an alternative title)** | The title accurately reflects the **content and scope** of the manuscript |  |
| 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 provides a clear **overview of objectives, methodology, findings, and conclusions**. |  |
| **Is the manuscript scientifically, correct? Please write here.**  | * The manuscript is **scientifically robust and technically sound**.
* The methodology is well-defined, with **clear evaluation criteria**, **case studies**, and **comparative analysis**.

The discussion on **CTI security best practices (TLS, SRTP, MFA, OAuth, GDPR, HIPAA compliance)** is well-explained and backed by relevant references. |  |
| **Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.****-** | **The references are sufficient and recent and Consider adding more recent citations (2023-2024) related to AI-driven security measures in CTI and cloud-based contact center** |  |
| Is the language/English quality of the article suitable for scholarly communications? | * The manuscript is **well-written and follows proper academic structure and**

Minor grammatical refinements could improve readability. |  |
| Optional/General comments |  |  |

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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: | **Vinod Veeramachaneni** |
| Department, University & Country | **Colorado Technical University, USA** |