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High-level Component Diagram

This diagram is a high-level functional overview of the components involved in the Vidyo integration. An actual network diagram of an implemented solution will contain more servers such as the backup CIC server, media gateways, Vidyo gateways, etc.

Components

CIC

The CIC servers are the CIC switchover pair used to route ACD interactions.

Gateway

This is a telephony gateway (or SBC) that provides outside telephony connectivity for CIC. It will be used for voice interactions only.

Web Server

The web server represents a customer/internet facing web server for ININ web chat and any web pages shown to the customer prior to joining the Vidyo room. This is also the location that will host the final web page prior to joining a video session. This page will communicate with the integration server to initiate a vidyo chat.

Proxy/Firewall

The firewall or proxy is an optional component in this diagram. Its purpose is to filter and pass through traffic between the public web server that faces the internet and the servers on the internal network (CIC and integration server in this diagram). This is not required, but is typical in most customer's environments for network security reasons.

Integration Server

This is the server that hosts the Vidyo Integration Service. This service communicates with CIC via IceLib, with the Vidyo APIs via HTTP/REST, and with any servers consuming its SOAP or REST services (the web server).

Vidyo Server

This represents all components of the Vidyo environment which can include a Vidyo Server, Vidyo Gateway, Vidyo Replay Server, etc. These devices communicate with Vidyo endpoints participating in a video conversation as well as the integration server by way of Vidyo's REST APIs.

Customer

The customer may connect to a web chat, the web site, or a Vidyo conversation using a PC, Mac, or mobile device.

Agent

The agent will connect to CIC using the standard .NET client with the Vidyo addin, will use any of Vidyo's supported browsers to connect to the Vidyo conversation, and will use a phone or soft phone if taking voice calls.