

Review Form 3

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| Journal Name: | Asian Journal of Research in Computer Science |
| Manuscript Number: | Ms_AJRCOS_129354 |
| Title of the Manuscript: | Comparative Analysis of CTI Integration: Security, Scalability, and Challenges in Legacy vs. Cloud-Based Contact Center Systems |
| Type of the Article | |

PART 1: Comments

| | Reviewer's comment | Author's Feedback <i>(Please correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)</i> |
|--|---|---|
| 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. | It is given an overview of the traditional and cloud based CTIs. Although this research doesnot contribute much due to old references used. | |
| Is the title of the article suitable? (If not please suggest an alternative title) | Yes | |
| 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 should be just one paragraph explaining the crux of the research. The current abstract needs to be reformatted and shortened. The keywords also need to be decreased in number. | |
| Is the manuscript scientifically, correct? Please write here. | Yes | |
| Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form. | The references need to be in appropriate format not just links posted. The references are very old. | |
| Is the language/English quality of the article suitable for scholarly communications? | Yes | |
| <u>Optional/General</u> comments | | |

PART 2:

| | Reviewer's comment | Author's comment <i>(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)</i> |
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| Are there ethical issues in this manuscript? | <i>(If yes, Kindly please write down the ethical issues here in details)</i> | |

Reviewer Details:

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|----------------------------------|---|
| Name: | Itisha Sharma |
| Department, University & Country | Middlesex University, United Kingdom |