

Review Form 3

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.	This manuscript provides a critical comparative analysis of CTI (Computer Telephony Integration) within legacy and cloud-based contact center systems, highlighting key aspects such as security, scalability, and challenges. By addressing the evolving technological landscape, it offers valuable insights for researchers and practitioners seeking to optimize contact center operations. The findings contribute to a deeper understanding of how modern cloud-based solutions outperform or complement traditional systems, emphasizing their role in enhancing efficiency and resilience. This work is particularly relevant as organizations increasingly transition to cloud-based infrastructures, making it a timely and essential resource for the scientific and professional community.	
Is the title of the article suitable? (If not please suggest an alternative title)	The title is clear and descriptive, but it could be more concise to increase its impact and readability. Here's an alternative suggestion: "CTI Integration in Contact Centers: A Comparative Analysis of Security, Scalability, and Challenges in Legacy vs. Cloud-Based Systems"	

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<p>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.</p>	<p>The abstract is generally comprehensive and effectively outlines the aim, scope, methodology, and key findings of the study. However, it can benefit from some refinements to enhance clarity, flow, and completeness.</p> <p>Here are a few suggestions:</p> <p>Suggestions for Improvement:</p> <p>Consistency in Terminology: Repetition of "Computer Telephony Integration (CTI)" can be reduced for brevity once it has been introduced.</p> <p>Clear Results Summary: The "Results" section should conclude with a clearer and more impactful statement summarizing the main takeaways.</p> <p>Highlight Key Contributions: Explicitly state the unique contribution of this study to the field, such as providing a security-focused comparative framework.</p> <p>Conclusion or Implications: Briefly mention the implications of the findings for practitioners or the scientific community.</p> <p>Truncated Details: Some details, such as specific regulations (GDPR, HIPAA), could be generalized or moved to the main text, unless they are critical to the abstract's key message.</p>	
<p>Is the manuscript scientifically, correct? Please write here.</p>	<p>The manuscript appears to be scientifically sound, offering a thorough examination of Computer Telephony Integration (CTI) within legacy and cloud-based contact center systems. It provides a clear aim, methodology, and results while addressing contemporary challenges and security concerns. However, a few points should be considered to ensure scientific rigor and completeness:</p> <p>Strengths:</p> <p>Clear Aim and Scope: The manuscript explicitly defines its objectives, focusing on security, scalability, and challenges in CTI integration.</p> <p>Methodology: The methodology is well-detailed, utilizing case studies, evaluation criteria, and feature comparison matrices.</p> <p>Balanced Results: The findings are presented logically, highlighting both the advantages of cloud-based solutions and the reliability of legacy systems.</p> <p>Relevance: The focus on regulations like GDPR and HIPAA demonstrates an awareness of contemporary compliance requirements.</p> <p>Suggestions for Improvement:</p> <p>Data and References: The manuscript would benefit from explicit references to data sources, case studies, or specific examples from industry practices to strengthen its findings and credibility.</p> <p>Economic Analysis: While financial implications are mentioned, a deeper exploration of cost-benefit analyses between legacy and cloud-based solutions could add value.</p> <p>Security Analysis: While security concerns are highlighted, the manuscript could delve into specific vulnerabilities or attack vectors in legacy and cloud environments to provide more depth.</p> <p>Future Research: The conclusion suggests future research in hybrid systems, but expanding on specific areas for study (e.g., AI-driven security measures or emerging compliance challenges) could be more impactful.</p>	
<p>Are the references sufficient and recent? If you have suggestions of additional references, please mention them in the review form.</p>	<p>The references provided are extensive, well-rounded, and cover a variety of sources, including industry white papers, scholarly articles, books, and technical guides. However, there are areas where improvements could be made to ensure the references are both sufficient and as recent as possible.</p> <p>Suggestions for Improvement:</p> <p>Recency: While some references are from recent years (e.g., post-2018), others are older (e.g., Yarberr, 2002; Moon et al., 2000). Adding more recent publications (2019–2024) could strengthen the manuscript.</p> <p>The references are largely sufficient and relevant, but supplementing them with more recent and forward-looking works would strengthen the manuscript's foundation and appeal to a wider audience. This would ensure the paper aligns with the latest developments and challenges in the field</p>	

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Is the language/English quality of the article suitable for scholarly communications?	The language and English quality of the article are generally suitable for scholarly communication. The text is clear, professional, and appropriately formal, making it accessible to an academic and industry audience. However, some minor refinements could enhance the readability, conciseness, and scholarly tone of the manuscript.	
Optional/General comments	Relevance: The topic is highly relevant to modern business operations, particularly in industries relying heavily on contact centers. The study addresses a key technological evolution from legacy to cloud-based systems, which is a critical area for both academic research and industry application.	

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?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

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