

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 detailed and timely comparison between legacy and cloud-based CTI systems, addressing critical aspects like security, scalability, and operational challenges. Its emphasis on modern technologies, such as cloud-based platforms and their integration with APIs and omnichannel capabilities. It aligns well with current trends in telecommunication and enterprise solutions. Furthermore, it offers practical insights and a decision-making framework that can guide organizations in navigating the complex choices around CTI implementation.	
Is the title of the article suitable? (If not please suggest an alternative title)	The title is suitable and clearly reflects the manuscript's focus on comparative analysis, security, scalability, and challenges in CTI systems. If needed, an alternative could be: "A Comparative Study of CTI Integration: Challenges, Security, and Scalability in Legacy and Cloud-Based Contact Centres."	
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 comprehensive but could be better with some few adjustments for clarity. Specifically: The term "security aspect has been the topmost concern" could be rephrased for readability. Also, consider adding a sentence on the significance of findings to future trends in CTI integration, particularly in hybrid systems.	
Is the manuscript scientifically, correct? Please write here.	The manuscript is scientifically correct, presenting well-supported claims with references to case studies and industry reports. However, some points, like the cost implications of legacy systems versus cloud systems, might require additional quantitative data or expanded case studies.	
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 appear relevant. While the citations cover key topics, more recent studies on AI integration in CTI systems or trends in omnichannel solutions could enhance the manuscript.	
Is the language/English quality of the article suitable for scholarly communications?	The manuscript uses appropriate scholarly language but contains minor issues with phrasing and redundancy. For instance: Phrases like "topmost concern" and "great capacity for fast deployment" could be revised for smoother readability. Some sections, like the methodology, are overly dense and could be simplified for clarity.	
Optional/General comments	The manuscript is comprehensive and addresses a critical area of telecommunication and enterprise technology. Its strength lies in its balanced discussion of both legacy and cloud-based systems, offering actionable insights. However, it could be improved by streamlining language, expanding on quantitative data, and emphasizing the implications of findings for future trends.	

Review Form 3

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

Reviewer Details:

Name:	Oluwasanmi Raphael Kolawole
Department, University & Country	Lagos State University of Science and Technology, Nigeria