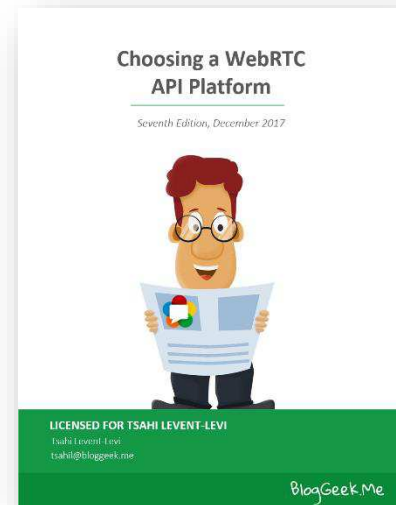


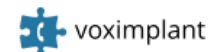
## API Platform Vendors: TokBox

This is an example of what you can expect to find for each vendor covered in the Choosing a WebRTC API Platform report, courtesy of TokBox.

The following four pages include the information covering [TokBox](#) capabilities related to WebRTC.



The full report covers the following active vendors:



The report is available for purchase online at <https://bloggeek.me/webrtc-paas-report>

## TokBox



### At a glance

Focus	Broad range of app builders, enterprises, agencies and their partners who wish to add live video and voice interactions to mobile and web apps
Reference Customers	<ul style="list-style-type: none"> <li>• Double Robotics (<a href="http://doublerobotics.com">doublerobotics.com</a>)</li> <li>• Esurance (<a href="http://esurance.com">esurance.com</a>)</li> <li>• Fox Sports (<a href="http://foxsports.com">foxsports.com</a>)</li> <li>• Kickstarter (<a href="http://kickstarter.com">kickstarter.com</a>)</li> <li>• Royal Bank of Scotland (<a href="http://rbs.com">rbs.com</a>)</li> </ul>
History & Pedigree	TokBox was founded in 2007 as a consumer video chat destination site. In 2010 it switched to a platform with APIs for building video apps on top of Flash, and then refocused in early 2012 on WebRTC
Main office	San Francisco, CA (United States)
Size	104 employees
Financials	In October 2012 TokBox got acquired by Telefónica Digital and operates as a stand-alone Telefónica company
Interesting stat	A major insurance provider reduced their claims processing time from 6 days to 24 hours using the OpenTok Platform to power remote appraisals
Data centers	
Consider when	your main need is video and audio solutions for web or mobile
Skip if	you need strong PSTN/telephony capabilities

## Overview

TokBox is one of the early players in the WebRTC API platform domain when it comes to video communication support. Its first foray into the realm of APIs was using Flash. In 2012 they shifted their platform and infrastructure onto WebRTC and shut down the Flash offering in the spring of 2014.

After its acquisition by Telefonica Digital in 2012, TokBox were left relatively independent of Telefonica.

TokBox boasts a large number of customers and developers, who are mostly developing use cases that require video without being connected to the traditional telephony network. TokBox operates across industries with a broad set of use cases it serves.

TokBox offers one API platform, OpenTok, which runs solely on top of WebRTC. This cloud platform supports web (JavaScript), iOS, Android and Windows.

While the focus of TokBox is in video applications, it makes no real distinction between voice and video in its platform; making it suitable for voice-only use cases - assuming there's a plan to add video support to these apps later.

Historically the majority of TokBox customers have used the platform to embed live communications into websites. In recent years, TokBox has seen increasing demand for mobile solutions that require native iOS and Android SDKs; as well as from customers who are building applications which interoperate across web and mobile. TokBox provides optimized SDKs for mobile devices which provide bandwidth management, session reconnection and cloud-level session management.

TokBox is a globally-distributed cloud platform providing centralized SFU conferencing, session control, recording, SIP and CDN connectivity and a REST API.

In 2016 TokBox introduced its Interactive Broadcast API which enables use cases where hosts and dynamic audience participants can be streamed to thousands of TokBox client viewers and millions of streaming viewers through HLS, and most recently RTMP streaming to Facebook Live, YouTube, Twitch and more. This extends TokBox support to emerging interactive sports, e-sports, media broadcasting, and large-scale online education market needs.

## Features and Capabilities

TokBox fully leverages WebRTC and is built with a proprietary backend and front end signaling infrastructure. It can interconnect with SIP where necessary.

### Basics

Voice	Yes
Video	Yes
Screen Sharing	Yes <sup>1</sup>
Presence	No <sup>2</sup>
Instant Messaging	Yes

<sup>1</sup>fa

<sup>2</sup>While TokBox does not offer presence directly, such functionality can be implemented on top of its signaling/messaging infrastructure

### Footprint

iOS SDK	Yes
Android SDK	Yes
PC SDK	Yes <sup>3</sup>
Fallback	Plugin <sup>4</sup>

<sup>3</sup>Windows SDK

<sup>4</sup>TokBox offers a plugin for Internet Explorer. It also offers Cordova plugin

### Multipoint

Voice	Yes	No distinction between voice and video conferencing
Video	Yes	Routing based; 20 active; thousands of watchers in realtime; with CDN broadcast connectivity (HLS/RTMP)

### Interworking

Outbound dialing	Yes <sup>4</sup>
Inbound dialing	Yes <sup>5</sup>
SMS	No
Number provisioning	No
SIP connectivity	Yes

<sup>4,5</sup>Dialing capabilities available through SIP integration

### Additional Capabilities

- Cloud based centralized recording and archiving
- Session control and management through cloud REST API
- Interactive Broadcasting with up to 3,000 viewers and HLS/RTMP CDN integration
- Video Chat Embeds

## Documentation and Support

TokBox provides a quick start guide, how-to tutorials and an API reference for all of their platforms. The documentation is easy to navigate and support options are easily accessible directly from the documentation. There are GitHub repositories for a range of get-started and demo applications.

Support via email and phone is offered for higher support tiers.

The backend dashboard is well designed. It is easy to navigate, providing access to quick start, documentation, support and subscription management at all times.

## Deployment and Pricing

TokBox offers a hosted video centric solution. Its main parameter for rating the price is either minutes or seats. TokBox makes no distinction between voice and video minutes at this point.

### Deployment

Hosted PaaS	Yes
On premise	No

### Pricing

Base monthly fee	Yes <sup>1</sup>
Usage model	per minute or seat based
Support tiers	Standard, Premium and Enterprise
Customization & consultancy	Available

<sup>1</sup>Low base monthly fee

### Investment

	Screen sharing	Industry Accelerator Packs	CDN broadcast, Inspector
Sep 2014	Mar 2015	Sep 2015	May 2016
Scale and reach, RTMP	Video Chat Embeds		
Mar 2017	Dec 2017		

