USE CASE 1: CUSTOMER CALLS CALL CENTER BUT NEEDS TO IDENTIFY BEFOREHAND.

1. An SSI SYLK Agent consists of

- a SIP Client that is able to engage in SIP Sessions. When Customer decdes to call a callcenter, SIPclient1 with SIP address SIP:SIPClient1@domain1.com sets up a sip session with SIPClient2 wth address SIP:SIPClient2@domain2.com.
- an SSI Wallet with a business layer and a wallet containing different verifiable credentials. (VC's, such as name and address).
 The wallet has its own SIP address derived from the SIP Clients' address (e.g. sip:SIPwallet1@domain1.com), and uses sip as the transport medium to communicate and exchange credentials, see step 7.
- When the customer (agent1) calls the call center (agent2), SIP Client1 and SIP Client2 set up a SIP session, using SIP messaging.
- Normally, the SIP Invite is used to establish the type of session. In this use case, the agents aim for an Identified SIP Session(ISS) and will settle for a regular SIP session only if one agent refuses an ISS and wants to do a regular SIP session instead.
- 3. The SIP messaging stage (1,2,3) is also used to discover what their respective SSI-endpoints for this session are.
- 4. If so, the SIP client instructs (4) the (business layer of) the SSI Wallet to start the SSI session (5,6,7).
- 5. Based on the result of the SSI seesion, the business layer instructs(8) the SIP Clients to allow the RTP/RCTP stream to start (9).

