

**MARS Agent Greeting  
Recording Announcement  
Application software for Cisco CUCM**

**PARSEC Telesystems Private Limited**

U & I Corporate Centre,  
Plot No.47, Sector 32, Gurgaon,  
Haryana – 122 001, India  
Web: [www.parsec-tech.com](http://www.parsec-tech.com)

## MARS Agent Greeting for Cisco CUCM

- ⤴ PARSEC's **MARS Agent Greeting** application for Cisco CUCM plays out a prerecorded audio file automatically for incoming & outgoing calls
- ⤴ **Play out Call Recording Warning / Announcement**  
**If the call is being recorded by any call recording application, then the "Recording announcement" played out by Parsec's application will be present in the call recording file.**
- ⤴ The application integrates with Cisco CUCM only. It does not require Cisco UCCX/UCCE
- ⤴ Along with other Cisco IP Phones it supports Cisco Jabber Client
- ⤴ INCOMING CALLS
  - ✓ The greeting message can welcome the caller, identify agent and include other useful contextual information.
  - ✓ Application can be configured to play a prerecorded greeting prompt to the Caller for the incoming call landing on the user/agent's Cisco IP Phone extension
  - ✓ The greeting file is played out on call connect (i.e. when user/agent answers the incoming call in the Cisco IP Phone)
  - ✓ The greeting audio will be heard simultaneously by the caller and the agent
  - ✓ Greeting will be played only if the call is answered on the Cisco Device/Phone, not if the call is answered by voicemail
- ⤴ OUTBOUND CALLS
  - ✓ The greeting message can welcome the called party and play out other useful contextual information
  - ✓ Application can be configured to play a prerecorded greeting prompt to the called party for the outbound call dialed by the Agent/user from his/her Cisco IP Phone
  - ✓ The greeting file is played out on call connect (i.e. when the called party answers the call)
  - ✓ The greeting audio will be heard simultaneously by the called party and the agent
  - ✓ Greeting will be played the moment the user/agent's Cisco IP phone goes into connected state irrespective of a live voice/Answering machine/any other message from service provider/Voicemail
- ⤴ The application plays out the greeting for only those DN (IP Phone Extension) of the device configured in the application.
- ⤴ The application integrates with Cisco CUCM only. There will be no conflict in the functioning/operations of Cisco UCCE/UCCX/Cisco Finesse if present at site.
- ⤴ The application is installed in an independent application server which integrates with Cisco CUCM

- ⤴ The prerecorded audio files ( \*.wav files ) to be played out needs to be copied by the application administrator in a predefined location in the application server where the application is installed
- ⤴ Application related configurations will be done by the application administrator using an application web based UI.
- ⤴ A mapping of the Agent/User DN and prerecorded audio file to be played will be maintained in the application

Agent DN	Wav File Name
3015	Greet1.wav
3016	Greet1.wav
3017	Greet2.wav
3444	Greet3.wav

- ⤴ Parsec's application will be installed in an independent windows based server.  
The application server should be in the same enterprise voice network in which the CUCM & Cisco IP Phones are present.  
One application server instance is required for one Cisco CUCM cluster.  
Application server configuration (to be provided by client/SI)  
Intel Xeon Quad Core 2.3 +  
RAM: 16 GB+, HDD: 70 GB+  
OS: Windows Server Standard 2016 / 2019 64 Bit  
VMware supported  
Application server IP Address should be static
- ⤴ Cisco CUCM details
  - CUCM versions supported: 10.x ,11.x,12.x ,14
  - All Cisco IP Phones to be supported by the application should support CTI & BIB
- ⤴ APPLICATION VIDEO: <https://youtu.be/DBFV8m-lfjE>
- ⤴ Along with other Cisco IP Phones ,the application also supports **Cisco Jabber** Client and **Cisco WebEx Teams** Client