

# MARS UCCX Campaign Manager

The MARS UCCX Campaign Manager application provides business users with an easy to use web based interface to manage the features and functions of the Campaigns configured in the *Cisco UCCX*. This includes, managing campaigns, adding contact lists, monitoring contact lists and deleting contact lists.

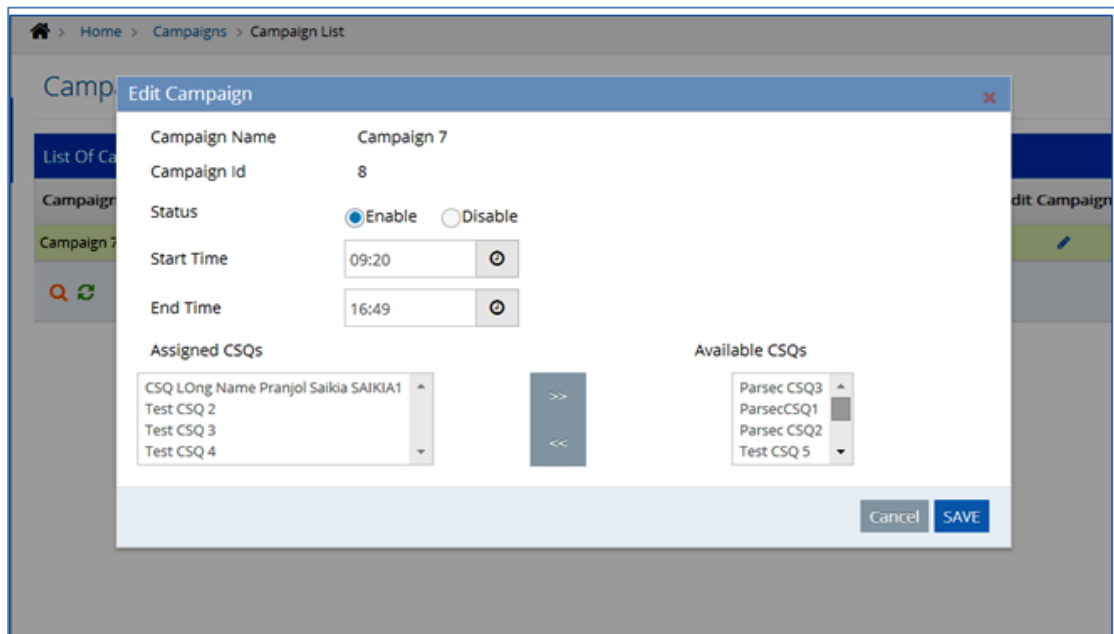
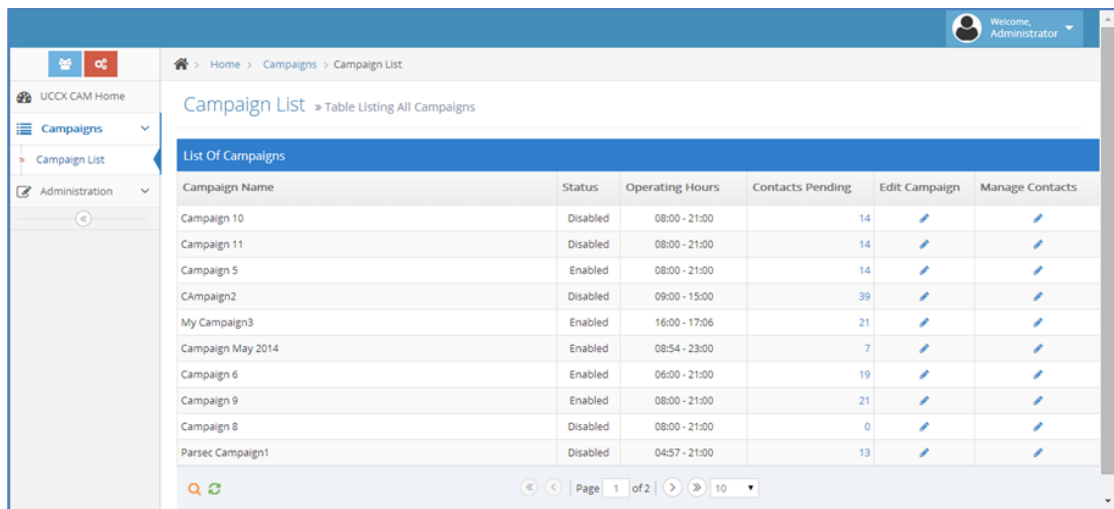
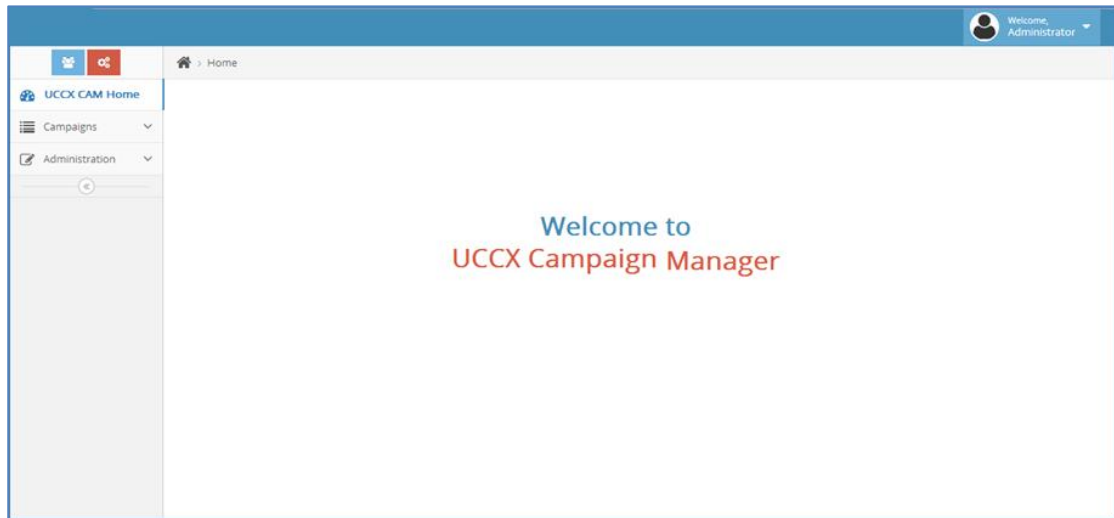
The application supports three levels of user access:

- I. Administrator : Read/Write access to all configuration items including user management, UCCX connection configuration, Campaigns and other operational parameters
- II. Campaign Manager : Read/Write access to every campaign in Campaign Management
- III. Supervisor : Read only access to every campaign in Campaign Management

The application thus enables the call center administrator to assign the control of different campaigns to different Campaign Managers.

There is no need to give access of the Cisco UCCX admin interface to campaign managers which has much more complicated multiple configurations than just for day to day changes to be made for running of campaigns.

Application interfaces



Account Number	First Name	Last Name	Phone1	Phone2	Phone3	Dial Time
100	Eddie	Dwight	9812543316	4321768976	9955432198	8:24
112	Edgar	Dylon	9812543318	4321768971	9955432193	8:24
113	Dimitri	Dion	9812543320	4321768966	9955432188	8:24
114	Domenic	Drew	9812543322	4321768961	9955432183	8:24
115	Eddy	Dylan	9812543324	4321768956	9955432178	8:24
116	Draven	Duncan	9812543326	4321768958	9955432173	8:24
117	Duane	Dominic	9812543328	4321768953	9955432168	8:24
118	Dustin	Emillo	9812543330	4321768948	9955432163	8:24
119	Emanuel	Emerson	9812543332	4321768943	9955432158	8:24
120	Emiliano	Jaydon	9812543334	4321768938	9955432153	8:24

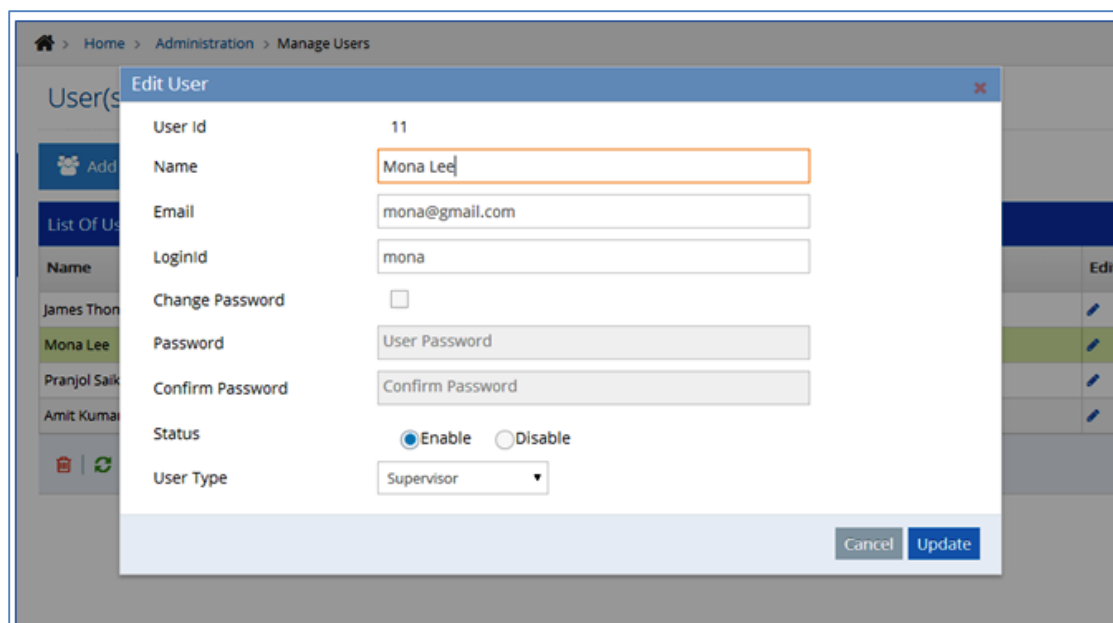
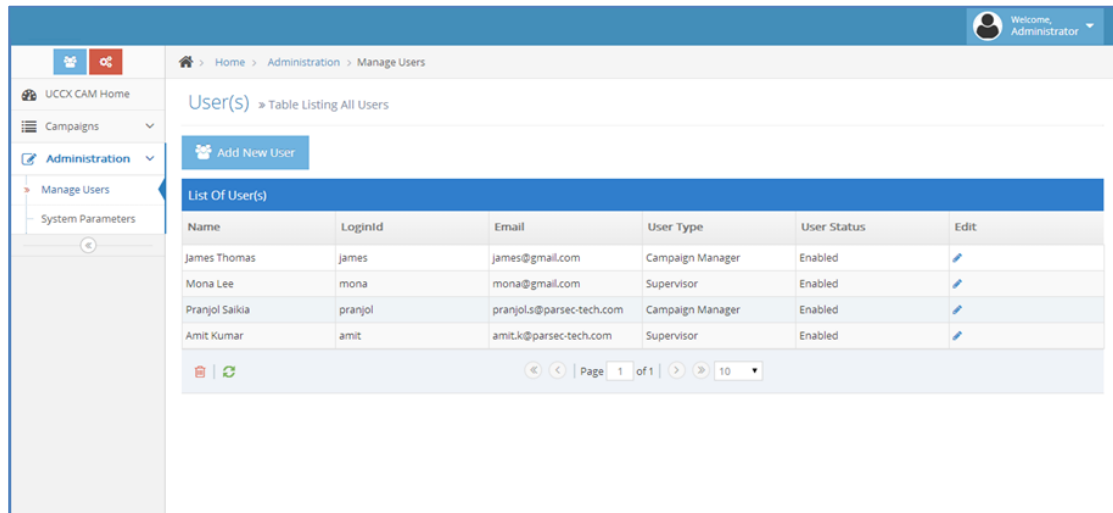
To upload contact list the list should be as per below format (**of file type .csv**)

	A	B	C	D	E	F	G
1	account number	first name	last name	phone1	phone2	phone3	dial time
2	100	TestFirstName	TestLastName	123456789	234567890	345678901	
3	121	TestFirstName	TestLastName	123456795	234567897	345678924	
4	142	TestFirstName	TestLastName	123456801	234567904	345678947	
5	163	TestFirstName	TestLastName	123456807	234567911	345678970	
6	184	TestFirstName	TestLastName	123456813	234567918	345678993	
7	205	TestFirstName	TestLastName	123456819	234567925	345679016	
8	226	TestFirstName	TestLastName	123456825	234567932	345679039	
9	247	TestFirstName	TestLastName	123456831	234567939	345679062	

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- IV. Administrator : Read/Write access to all configuration items including user management, UCCX connection configuration, Campaigns and other operational parameters
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### **Auto Upload Contacts**

Contacts list to be uploaded automatically for a campaign are placed in a FTP location which is checked at periodic intervals by the application

The "Auto Upload Contacts" module has 4 high level functions

- a) Accept Inbound CSV files (files contain contact details for campaigns) via FTP.
- b) Associate files to campaigns by filename.
- c) On receipt of a file, the application deletes all pending contacts for an associated campaign. (The file could be empty to allow the sending application to stop dialing activity if required.)
- d) Upload contacts in the file to the associated campaign.

If auto upload for a file fails then alert mails are sent to emailID/s configured in the application.