

# Applications & Services for Cisco

## Applications for Cisco Contact Centers

### 1) MARS UCCX Wallboard

View live/online data of calls, Queue Status, Queue SLA, Agent Status

### 2) MARS Silent Monitor & Whisper Coach

- ✓ Monitor all incoming calls, campaign calls
- ✓ Monitor manually dialed outbound calls
- ✓ Monitor agent to agent Call
- ✓ Whisper Coaching
- ✓ Continuous Monitoring calls (No need to select agent again and again to monitor)
- ✓ Monitoring can be initiated via a web based UI / Cisco IP Phone
- ✓ Supervisor can monitor agents using Cisco mobile device 7925 IP Phone also
- ✓ Application supports Cisco Jabber Windows Client also

### 3) MARS Auto Answer Calls

Application automatically answers the incoming call to agent with a very minute delay + audio notification so that agent is prepared before talking to the customer.

It is configurable in the application to Auto answer all incoming calls (Internal & external) /External calls only

### 4) MARS Agent Greeting for Cisco CUCM / UCCX

The application plays out a prerecorded audio file automatically to incoming calls. The application saves the agent, from having to repeat the same introductory phrase for each call. It also gives the agent time to review desktop software screen pop while the greeting plays. The greeting audio will be heard simultaneously by the caller and the agent.

### 5) MARS UCCX Campaign Manager

Application provides CC supervisors with an easy to use web based interface for managing the functions of the Campaigns configured in the Cisco UCCX.

Edit important campaign parameters, Auto/Manual -Upload of contacts, Delete contact lists. There is no need to give access of the Cisco UCCX admin interface credentials to CC supervisors which has more complicated configurations than just for day to day changes to be made for running of campaigns.

### 6) MARS Phone Keypad Lock

Prevent off the record dialing out of calls by agents using the phone key pad.

Application allows agent to dial out calls only via contact centers agent user interface (CAD/Finesse/Integrated CRM).

### 7) MARS Multiparty Silent Monitoring

Application enables multiple users to concurrently silently listen/monitor a user's ongoing call using their Cisco IP Phone.

- ✓ Use Case1: Multiple supervisors/QA persons can concurrently silently monitor a call center executive's ongoing call at the same time.

- ✓ Use Case2: Multiple agents under training can silently listen to the ongoing conversation between a CC expert/trainer and a client and learn the way to handle a call
- ✓ Use Case3: Multiple PA/Advisors to senior executives (Example President/MD/CEO) need to listen the shared line DN of the senior executive in order to take down notes of the ongoing conversation.

#### 8) CRM Connectors for CUCM / UCCX / UCCE

- ✓ Salesforce
- ✓ ServiceNow
- ✓ MS Dynamics
- ✓ 3<sup>rd</sup> party custom CRMs

#### 9) Cisco SocialMiner integration

- ✓ A customized, user friendly and aesthetic chat interface as per organization requirement in place of the default Cisco SocialMiner chat interface
- ✓ Chat Transcript download at the end of chat for customer
- ✓ "Rate the chat" survey function or a link to another survey-form to rate the experience for the client
- ✓ Chat support for android & iOS based mobile devices
- ✓ Option to display a random generated Agent name to customer in the chat window in place of the actual Finesse agent name
- ✓ Auto archive/download Chat Transcript (chats between customer and agent)
- ✓ MIS Reports Cisco SocialMiner voice call Integration for Cisco UCCE Enable your website to allow your customer to request a voice call back from an agent

#### 10) Cisco Context Service Integration

#### 11) Custom Cisco Finesse Gadgets

##### a. MARS Chat Gadget

- ✓ Agent to agent chat ,Agent to supervisor chat ,Supervisor to agent chat
- ✓ Supervisor can broadcast a message to a group of selected agents (Team)

##### b. MARS Supervisor Alert Gadget

- ✓ Notify Supervisor with list of agents whose "Not Ready" status time has reached the set threshold value
- ✓ Notify Supervisor if there are no agents available for the queue with "Ready" status for more than the set threshold time
- ✓ Notify Supervisor if agent's "Talking" status time has reached the set threshold value
- ✓ Notify Supervisor if total calls in Queue have reached the set threshold value
- ✓ Notify Supervisor if wait time for a call in the Queue have reached the set threshold time
- ✓ Notify Supervisor if an Agent has missed a call offered

##### c. MARS Agent Alert Gadget

- ✓ Alert Agent if calls in Queue have reached configured threshold
- ✓ Alert Agent if agent "Not Ready" status exceeds x minutes
- ✓ Alert Agent on logout attempt if there are calls in queue
- ✓ Alert Agent if the current call exceeds X minutes

##### d. MARS Screen Pop Gadget

##### e. MARS Abandon Call List Gadget

- ✓ It enables the supervisor or the agent to see the list of abandoned calls in queue.
- ✓ The Agent/Supervisor can select the number to dial the callers/customers who were not served.

- f. **Agent Speed Dial Gadget**
  - ✓ Application administrator can configure list of Speed Dials for Agents. Following can be configured for each speed dial number
  - ✓ If agent has an active call, the call will be Blind Transferred/hot transferred to the speed dial no
  - ✓ If agent does not have an active call then a new call will be dialed to the speed dial no
  - ✓ Transfer call to a Skill Group DN

- 12) **Custom Cisco CUIC Reports**
- 13) **Custom Cisco CVP IVR scripting**
- 14) **Custom IP IVR scripting**
- 15) **Custom UCCE/PCCE -ICM Scripting**

*For contact centers operating on setups using Cisco CUCM only*

#### 16) **MARS IP Phone based Agent Call Disposition/Wrap-up for CUCM**

Application prompts a Wrap-up Code request at the end of call in Cisco IP Phones ,for both External and Internal incoming Calls except for calls from Agent Phones (phones configured to parsec application).The wrap-up code entered by the agent is pushed to the application database. Call wise wrap-up MIS can be extracted from the application.

#### 17) **MARS Caller Details On PC for CUCM**

Application displays the caller details in a web based interface to the agent based on the CLI received in call on the agent's Cisco IP Phone. Caller contact details are preloaded in the application database.

### **Applications for Enterprise**

#### 1) **MARS CUCM Wallboard**

- ✓ Monitor live/online data of CUCM
- ✓ View Hunt Pilots real time statistics
- ✓ View Hunt Lists real time statics
- ✓ View user/agent extension real time statics (Idle/Busy)
- ✓ View PRI line real time statics (Gateway should be configured as MGCP)

#### 2) **MARS Directory & Caller Details**

Application enables users to store and view phone numbers of contacts (Internal & External) User can search contact on the basis of Name, Phone No, Mobile No, Company and Department. When an incoming call lands on the cisco IP phone the caller details is displayed in the Cisco IP Phone screen.

#### 3) **MARS Emergency Alerts**

- ✓ The application allows text & audio alerts to be broadcasted to Cisco IP phones by the application administrator.
- ✓ Broadcast Voice & Text Alert in case of a Fire situation
- ✓ Broadcast Voice & Text Alert in case of a Terrorist attack situation
- ✓ Send text notification during enterprise Email Server down
- ✓ Send text notification/Alert for prescheduled network maintenance plan
- ✓ Send Text greetings on festivals/new Year/Birthdays to all/selected employees
- ✓ CEO of the company can send Live Voice (Speech) to all/selected employees from his cabin. The live speech can reach to all employees in multiple locations  
The employees need not leave their desks, saving time and effort of employees leaving their desk and going to the auditorium /conference room

#### 4) **MARS User Login-Logout MIS**

Many enterprise struggle to manage and optimize their voice infrastructure's actual requirement compared to the devices already deployed.

Callers often report that often they do not reach a human on trying to contact the organization. The enterprise management may have the feeling that some staff are not logging into the phone system to avoid calls.

To have an answer to all the above & help the management to analyze the situation Parsec's EM Login Logout MIS system

- ✓ Historical reporting for individual user EM login
- ✓ Historical reporting for individual user EM logout
- ✓ Historical reporting for individual time logged in

#### 5) **MARS Speed Dial**

The application enables a user to configure his speed dial numbers using an application service configured in his Cisco IP Phone

#### 6) **MARS Intellicall Call Policy Application**

- ✓ Block outbound calls as per « Do Not Call List » set by IT Admin for a user group
- ✓ Notify Security Head when user dials an emergency number
- ✓ Notify HR Head when user dials placement Agency
- ✓ Notify Sales Head when sales executive calls Competitor Company
- ✓ Before leaving desk, user can divert selected important calls to his mobile for Customers/boss/Family
- ✓ Commercial Department can divert selected disputed vendor calls to a voice mail box or the legal advisor's desk
- ✓ Notify Sales head if known competitor calls his sales team members

#### 7) **MARS Remote Phone Management**

#### 8) **MARS Missed Calls**

#### 9) **Google Calendar & TMS Integration Solution**

#### 10) **WebEx Training Center & SAP HR Integration**

#### 11) **Cisco CUCM & MS AD Integration**

- ✓ Whenever a new phone extension is created or deleted or reassigned in CUCM, the user id associated with the phone should have its telephone no attribute updated in AD.
- ✓ Enables the correct user name (with Display Name attribute of AD) to be displayed on the called phone when a user calls from his Cisco IP Phone to another Cisco IP Phone.
- ✓ Whenever a user id is disabled or deleted in AD accordingly the application deletes the phone and extension in CUCM

### **Application integration services using below Cisco interfaces**

- ✓ Finesse API
- ✓ CTI Protocol for UCCX
- ✓ CTI Protocol for UCCE (GED-188)
- ✓ JTAPI SDK
- ✓ AXL API
- ✓ Java Media Framework (JMF) API
- ✓ Extension Mobility API (EMAPI)
- ✓ Serviceability API
- ✓ IP Phone Services SDK
- ✓ WebEx API
- ✓ CUCM IM & Presence API
- ✓ Unified Routing Rules Interface (CURRI)
- ✓ SocialMiner API

- ✓ Cisco Context Service
- ✓ Cisco Unity Connection (CUC) API

**Remote support services for your existing Cisco setups (CUCM / UCCE / PCCE /UCCX)**

