

MARS Phone Keypad Lock

Contact Center users as on date dial out/call customers from their computers via a desktop based application like Cisco CAD (Cisco Agent Desktop) application or any other 3rd party application.

The outbound call initiated from the desktop based application (using TAPI/JTAPI based dialing) is dialed out through the agent's desk Cisco IP Phone.

As per organizational process the requirement is that agents should be able to dial out numbers initiated only from the desktop based application.

The agent should not be able to dial out any phone number (internal/external) manually using the keypad of the Cisco IP Phone.

This will prevent any misuse of the phone like making personal calls, as calls dialed out directly using the phone will not reflect in the daily dialed out calls report.

Parsec's MARS Phone Keypad Lock application for Cisco CUCM fulfills the above requirement.



Application Requirements

Cisco IP Phone Requirements

- The Call Manager & IP Phones should be accessible from the application server machine
- The phone template should allow only “New Call” option in the phone as shown below



Supporting Hardware & Software:		
1.	CUCM Supported	8.x,9.x,10.1,10.5,BE 6000,BE 7000
2.	Phones supported	Cisco IP Phone 7940,7942,7960,7961 (Please check for other models)
3.	Application Server Details	Intel Xeon Quad Core 2.3 + RAM : 8 GB+,HDD : 70 GB+ Windows Server 2008 R2 64 Bit /Windows Server 2012 R2 64 Bit VMware supported