

MARS SFDC-CUCM connector application

Introduction

Parsec's **MARS Salesforce CUCM Connector** application will work as a bridge between SFDC & Cisco CUCM.

The SFDC user (Agent) will have the capability to handle both incoming & outgoing calls from Cisco CUCM Inbound Call indication on Salesforce screen with customer/caller number and name if number stored in SFDC Contacts.

Contact Screen pop-up based on caller number with inbound call indication or on answered

SFDC User can initiate Click to Dial from any phone field (of type of field "phone") available on SFDC pages in Contact details

SFDC user can key in a number in the Soft phone text box and dial out the number

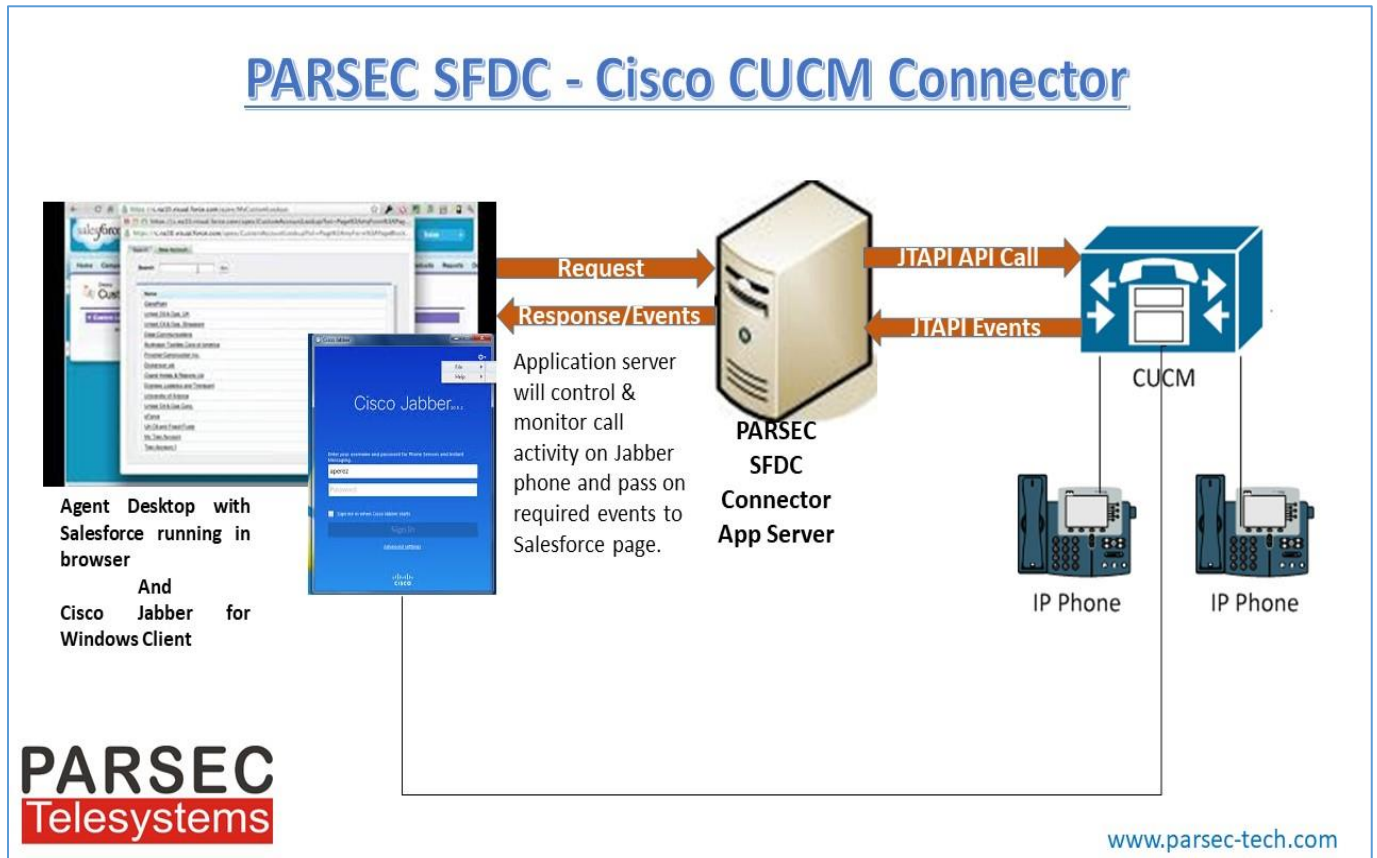
Option to save remarks by executive on disconnect of call

At the end of the call there will be option on soft phone page to collect call remark from user and store in Salesforce Activity Object

All incoming calls received/Calls Dialed out will be logged in as an activity with the other data being captured with the call

The MARS SFDC-CUCM Connector doesn't need any SFDC component installation on Agent's PC.

Schematic Diagram



Inbound Call Integration

1. The MARS Connector application will work as a bridge between SFDC & Cisco CUCM
2. MARS Connector application will have two modules : Salesforce(SFDC) Softphone & Salesforce(SFDC) CTI Adapter
3. The SFDC user(Agent) will have the capability to handle both incoming & outgoing calls from Cisco CUCM
4. Inbound Call indication on Salesforce screen with customer/caller number and name if number stored in SFDC Contacts
5. Contact Screen pop-up based on caller number with inbound call indication or on answered

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Contacts Grand Hotels & Re... +

Details Mr. James Dcosta +

Mr. James Dcosta

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Contact Detail Edit Delete Clone Request Update

Contact Owner	Ashok Kumar [Change]	Phone	(981) 047-4032
Name	Mr. James Dcosta	Home Phone	
Account Name	Grand Hotels & Resorts Ltd	Mobile	
Title	Manager IT	Other Phone	
Department	IT	Fax	
Birthdate		Email	
Reports To	[View Org Chart]	Assistant	
Lead Source		Asst. Phone	
Mailing Address	2334 N. Michigan Avenue, Suite 1500 Chicago, IL 60601, USA Chicago, IL		Other Address

Agent : Ashok Kumar [2041]

Call Type : Incoming
Call Status : Ringing
Number : 9810474032
Name : James Dcosta

Answer Reject

Phone

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Details Mr. James Dcosta +

Mr. James Dcosta

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Contact Detail Edit Delete Clone Request Update

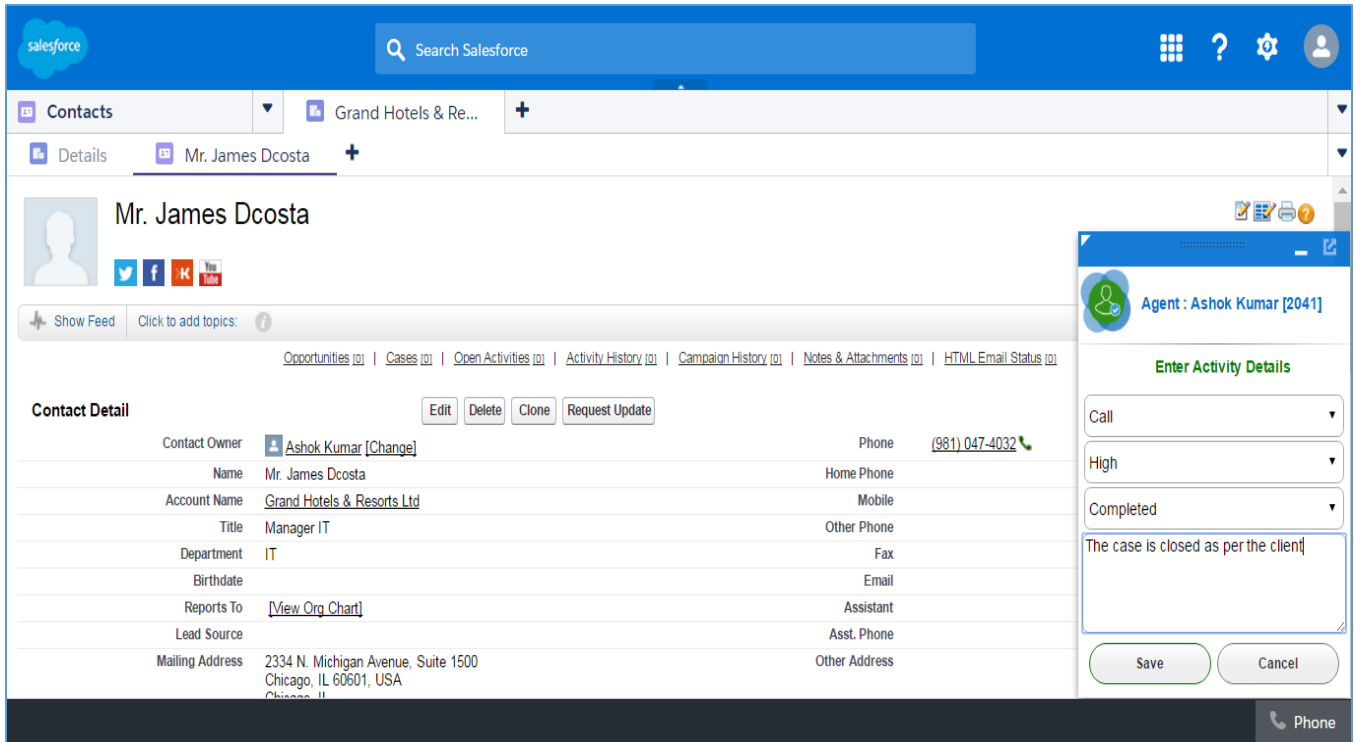
Contact Owner	Ashok Kumar [Change]	Phone	(981) 047-4032
Name	Mr. James Dcosta	Home Phone	
Account Name	Grand Hotels & Resorts Ltd	Mobile	
Title	Manager IT	Other Phone	
Department	IT	Fax	
Birthdate		Email	
Reports To	[View Org Chart]	Assistant	
Lead Source		Asst. Phone	
Mailing Address	2334 N. Michigan Avenue, Suite 1500 Chicago, IL 60601, USA Chicago, IL		Other Address

Agent : Ashok Kumar [2041]

Call Type : Incoming
Call Status : Connected
Number : 9810474032
Name : James Dcosta

End Call Hold

Phone



6. Telephony features in SFDC Classic Console mode application Inbound Call Soft Phone Screen

- I. Accept/Answer Call
 - II. Reject Call
 - III. Hold
 - IV. Resume
 - V. Disconnect Call/End Call
7. Option to save remarks by executive on disconnect of call
 8. At the end of the call there will be option on soft phone page to collect call remark from user and stored in Salesforce Activity Object
 9. All date time values in Event SFDC Object will be stored in GMT date time format
 10. All incoming calls received are logged in as an activity with the other data are captured with the call

Outbound Call Integration

1. SFDC User can initiate Click-to-Dial from any phone field(of type of field "phone") available on SFDC pages in Contact details
2. SFDC User can key in a number in the Soft phone text box and dial out the number

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Contacts +

Recently Viewed Contacts ▼ Create New View ⋮ 🗨 📄 ?

[New Contact](#) [Add to Campaign](#) [↻](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | All

ACTION	NAME ↑	ACCOUNT NAME	TITLE	PHONE	EMAIL	CONTACT OWNER ALIAS
	Kumar, Vijay	sForce	Senior Manager - Busine...	(988) 038-12345 📞		AKuma
	Mathew, Joshep	Grand Hotels & Resorts L...	SVP, Administration and ...	2008 📞	barr_tim@grandhotels.com	AKuma
	Nedaerk, Siddartha	sForce		140 📞		AKuma
	Odoms, Stephany	Grand Hotels & Resorts Ltd	Parsec	(981) 840-9683 📞	bond_john@grandhotel...	AKuma
	Saikia, Pranjol	United Oil & Gas Corp.	Parsec Telesystems	(981) 021-5537 📞	lboyle@uog.com	AKuma

1-9 of 9 ▼ 0 Selected ▼ ⏪ ⏩ Previous Next ▶▶ Page 1 of 1

📞 Phone

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Contacts ▼ 🌐 9810215537 📄 United Oil & Gas ... +

[Details](#) [Mr. Pranjol Saikia](#) +

Mr. Pranjol Saikia 📧 📞 📄 ?

[Show Feed](#) [Click to add topics:](#) ?

[Opportunities \(0\)](#) | [Cases \(2\)](#) | [Open Activities \(0\)](#) | [Activity History \(0\)](#) | [Campaign History \(0\)](#) | [Notes & Attachments \(0\)](#) | [HTML Email Status \(0\)](#)

Contact Detail 🔍 ✎ 🗑 📄 🔄

Contact Owner	Ashok Kumar [Change]	Phone	(981) 021-5537 📞
Name	Mr. Pranjol Saikia	Home Phone	
Account Name	United Oil & Gas Corp.	Mobile	(212) 842-5611 📞
Title	Parsec Telesystems	Other Phone	
Department	Technology	Fax	(212) 842-5501
Birthdate	4/16/1957	Email	lboyle@uog.com
Reports To	[View Org Chart]	Assistant	
Lead Source	Public Relations	Asst. Phone	
Mailing Address	1304 Avenue of the Americas New York, NY 10019 USA	Other Address	

Agent : Ashok Kumar [2041]

Call Type : Outgoing

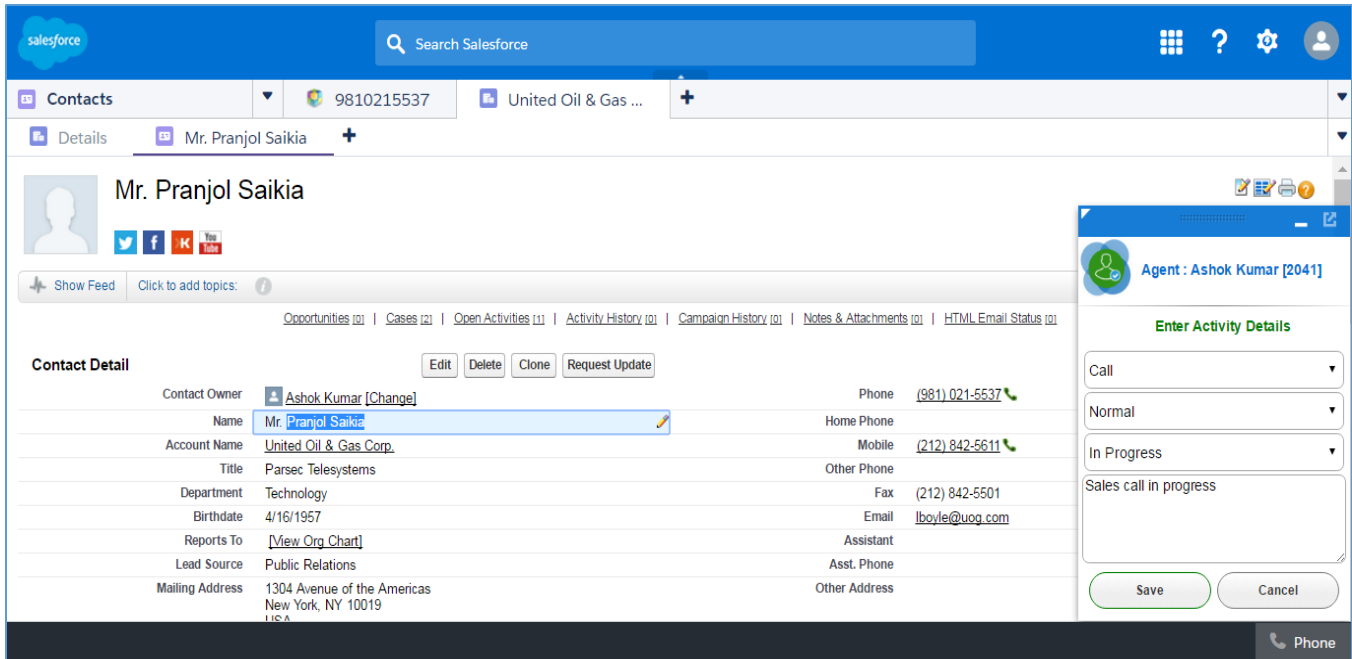
Call Status : Connected

Number : 9810215537

Name : Pranjol Saikia

[End Call](#) [Hold](#)

📞 Phone



3. Telephony features in SFDC Classic Console mode application Outbound Call Soft Phone Screen

- I. Hold
- II. Resume
- III. Disconnect Call/End Call

4. Option to save remarks by executive on disconnect of call

5. At the end of the call there will be option on soft phone page to collect call remark from user and stored in Salesforce Activity Object

6. All date time values in Event SFDC Object will be stored in GMT date time format

7. All calls dialed out will be logged in as an activity with the other data being captured with the call

Assumptions

Given below are some of the major assumptions about the MARS Cisco-SFDC connector application

1. Parsec's solution to be integrated with client site SFDC Classic eCRM and SFDC softphone will work in sales console mode
2. PARSEC SFDC softphone application and CTI adapter application will not add any prefix or suffix to the number to be called

3. Required port like Tomcat port should be opened between SFDC user machine and SFDC adapter application server
4. The agent PC (SFDC user), application server, Cisco CUCM & Cisco IP Phones (Agent's Phone) should be in the same enterprise network

System Requirements

- **Hardware Requirements**

Parsec's application with all dependency software will be deployed on independent application server and communicate with Cisco CUCM

Following are the application server system specification

- Intel Dual Core Xeon 2.3 +
- RAM : 8 GB+, HDD : 70 GB+
- OS : Win Server 2012 R2 64 Bit
- VMware supported
- Server IP Address should be static

- **Web browsers supported**

- Internet Explorer 10+
- Chrome

- **Cisco Endpoints / IP Phones**

- Cisco Jabber Windows Client used by agents should support Cisco JTAPI
- All the Cisco IP Phones which are supported By Cisco JTAPI

For further details please contact

PARSEC TELESYSTEMS at info@parsec-tech.com