

Applications & Services for Cisco

Applications for Cisco Contact Centers

1) **MARS Remote Silent Monitoring (RSM) for Cisco CUCM / UCCX for Outbound & Incoming Calls**

The application enables an authorized supervisor to remotely silent monitor an agent during a conversation without the customer or agent knowing that he/she is being monitored.

The supervisor can monitor an ongoing agent call by dialing the enterprise MARS RSM IVR number from any phone (Mobile Phone, Land Line, Internal Cisco IP Phone).

The supervisor can monitor both incoming calls & outbound calls dialed by the agent.

Multiple supervisors can simultaneously monitor different agent extensions.

Each supervisor & agent is assigned to user groups.

A supervisor & agent can belong to one or more groups. A supervisor can monitor agents assigned to his/her group only.

APPLICATION VIDEO: <https://www.youtube.com/watch?v=VppXu6RcXO4>

2) **MARS Agent Greeting for Cisco CUCM / UCCX for Outbound & Incoming Calls**

The application plays out a prerecorded audio file automatically to Outbound Calls & 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.

APPLICATION VIDEO: <https://youtu.be/DBFV8m-lfjE>

3) **MARS Auto Answer for Cisco**

The application will automatically answer External calls landing on agent's Cisco IP Phone.

Agent hears Beeps before call is auto answered by application

No need to activate auto answer for extension in CUCM

Along with other phones Auto answer should support Jabber Softphone also

Application can be configured to auto answer calls in a few milliseconds (around 150 Milliseconds) which can increase center performance SLAs (Minimum auto answer period that can be configured in CUCM for an extension is 1000 Milliseconds)

APPLICATION VIDEO: <https://www.youtube.com/watch?v=AifrChviM9A&t=0s>

4) **Cisco CUCM & MS AD Process Automation**

✓ 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 VIDEO: <https://www.youtube.com/watch?v=B9L2pcyBp0w>

5) **CRM Connectors for UCCX / UCCE / PCCE / CUCM**

✓ Salesforce

✓ MS Dynamics

✓ 3rd party custom CRMs

6) **MARS UCCX Wallboard**

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

7) **MARS CUCM Wallboard for Cisco Call Manager**

The application provides real time data of calls to administrator/Supervisor running a call center with Cisco Call Manager (i.e., without a Cisco Contact Center solution)

The application integrates with Cisco CUCM only. It does not require Cisco UCCX/UCCE/PCCE Administrator/Supervisor can view real time data in Parsec's Web based application interface

8) **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

9) **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.

For contact centers operating on setups using Cisco CUCM only

10) **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.

11) **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) **Webex App BOTS & Integration for enterprise process automation**

- ✓ BOTS for Enterprise process automation by integration with 3rd party application platforms
- ✓ Enterprise IT Support BOT
 - IT Support teams can post outage messages etc. to all employees or to a selected group
 - Integrate the BOT with any existing Support help desk platform in enterprise
- ✓ Webex App – AD process automation
 - Automatic creation of a Team or Space based on groups created in AD

- Automatic deletion of a Team or Space based on groups deleted/Disabled in AD
- ✓ Webex App – Enterprise Reports BOT
 - Receive automated reports pushed from a 3rd party application
 - Request Reports from a 3rd party application
- ✓ Enterprise HR BOT
 - Integrate with enterprise HR system - Employees can ask and get HR related info
 - Holiday List , Employee leave status
 - Request for leave to manager for approval , Manager gets leave authorization request (Approves/Rejects)

2) Webex App Directory BOT

- ✓ MARS Directory BOT" is a Global/Enterprise Contact Directory for Cisco Webex App.
- ✓ Enterprise Global Internal Contact List , Enterprise Global External Contact List ,User's Personal Contact List
- ✓ User can search contacts on the basis of multiple filters like Name, Phone No, Mobile No, Company, Department, and Location
- ✓ Import/upload contact list in the application which can be accessed by enterprise users

3) 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.

4) 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

5) 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

Application integration services using below Cisco interfaces

- ✓ Webex APIs
- ✓ Webex Meeting APIs
- ✓ 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
- ✓ CUCM IM & Presence API
- ✓ Unified Routing Rules Interface (CURRI)
- ✓ SocialMiner API
- ✓ Cisco Context Service
- ✓ Cisco Unity Connection (CUC) API
- ✓ Custom Cisco CVP IVR scripting
- ✓ Custom IP IVR scripting
- ✓ Custom UCCE/PCCE -ICM Scripting

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



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