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MARS Silent Monitor & Coaching Application For Cisco Call Manager

Contact centers are required to assure the quality of customer service their agents provide to callers.
To provide assurance of quality, the ability to monitor the agent-customer conversations and talk in whisper mode to the agent in between calls is critical to call center business.

Parsec's **MARS Silent Monitor & Whisper-Coaching application** for Cisco Unified Communications Manager allows a supervisor to silently monitor & whisper/coach to a monitored agent during a conversation between an agent and a customer without the customer or agent knowing that he/she is being monitored.

Supervisor can Monitor, Whisper-Coach agents using his Cisco mobile device 7925 IP Phone also.
The application does not require Cisco UCCX/UCCE for enabling the monitoring feature in CUCM.

Highlights of Parsec's MARS Silent Monitor & Coaching application

Sl No	Application Highlights
	Supervisor can start/stop monitor-coach an agent(phone) using a web based interface in his PC/laptop
	Supervisor can start/stop monitor an agent(phone) using a IP Phone service configured in the supervisor's phone To start monitor the supervisor will select the IP Phone application service and enter the agent's DN. To stop monitor the supervisor will disconnect the call on the supervisors phone
	Supervisor's phone & Agent phone will be configured in the application Application administration is done using a web based application admin interface
	Multiple User Roles (User Role & Permitted functions) a) Application Administration ✓ Super Admin : *Manage App Admin,System Admin, Agents, Supervisors, Group Supervisors, Agent Groups* ✓ App Admin : *Manage Agents, Supervisors, Group Supervisors, Agent Groups* ✓ System Admin : *Manage application configuration parameters* b) Monitoring - Coaching ✓ Supervisor : *Can monitor-coach agents configured to his group/s* ✓ Group Supervisor : *Can monitor-coach agents & supervisors configured to his group/s*
	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 group only.
	The list of agents(phone numbers) will be displayed to the supervisor in the web based interface
	The supervisor can view the status of the agent call(On Call/Idle) in the web based UI
	Supervisor will select the agent whom he wants to monitor and then click the "Start " button in the web based interface
	On start monitor action the Supervisor's phone will receive an incoming call as the monitoring call

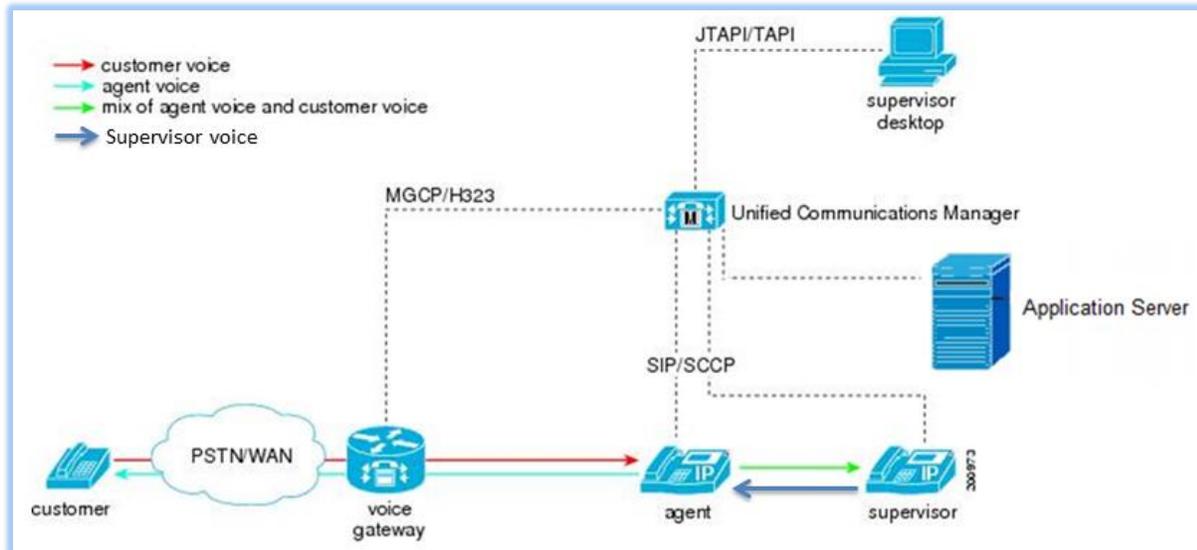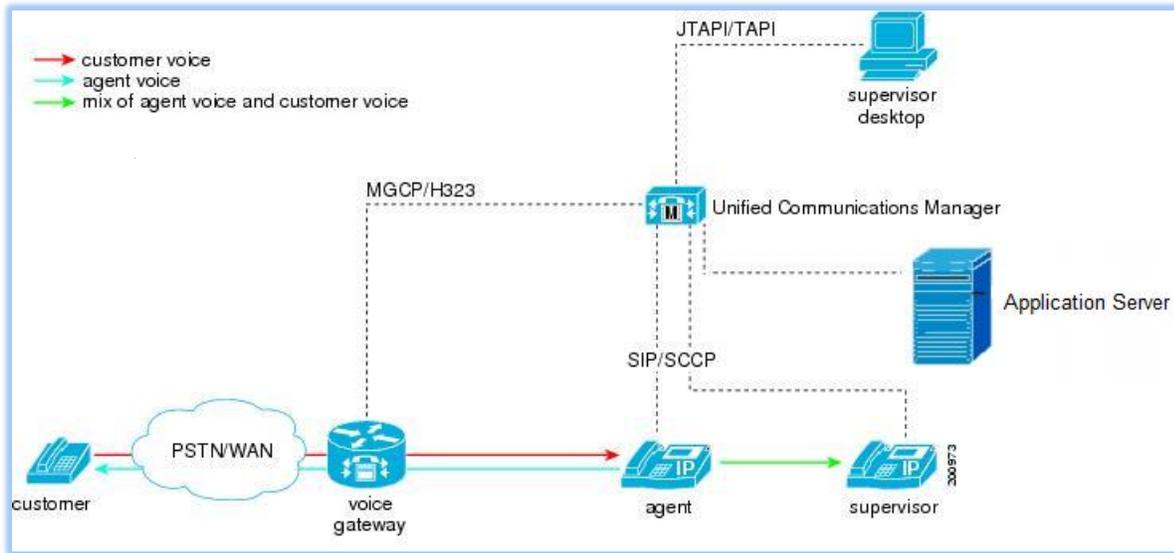|	To stop monitor supervisor will click the "Stop Button" button in the web based interface
	To monitor a 2nd agent supervisor will stop monitor the 1st agent(in case there is an active monitor in progress) in the web based interface
	During an ongoing monitor if the agent or customer disconnects the call the monitor will automatically stop
	During an active monitor of an agent call ,if agent puts a call on hold and then resumes call, monitor will continue working
	Supervisor can select the continuous monitor mode If supervisor selects an agent for continuous monitoring then that extension will be monitored continuously. If the Agent hang up and make a new call, the monitoring session will start automatically
	Group Supervisor can monitor both supervisors & agents assigned to his group
	Supports Cisco mobile device 7925 : Supervisor can monitor agents using his Cisco mobile device 7925 IP Phone

OPTION 1: Monitor/Coach-Whisper using application web UI

OPTION 2: Monitor/Coach-Whisper using a Cisco IP Phone

Silent Coach-Whisper Voice Streams

Silent Monitor Voice Streams

Supporting Hardware & Software:		
1.	CUCM Supported	8.x,9.x,10.1,10.5,BE 6000,BE 7000
2.	Phones supported	6961, 6941,6921,7821,7841,7861,7941,7942, 7945,7961,7962,7965,7970,7971,7975, 8841, 8851, 8861, 8961, 9971, 9951, IP Communicator. For other phone models please contact Parsec. The cisco IP Phones to be monitored should support BIB (Built In Bridge) feature in CUCM
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
4.	Supervisor Client PC OS & Web Browsers supported	3GHz Dual Core+ CPU, 2GB+ RAM OS: Win 7, Win 8 with Web Browser: IE 10+, Chrome 16+, Mozilla Firefox 5+, Safari 6+, Opera 12+