

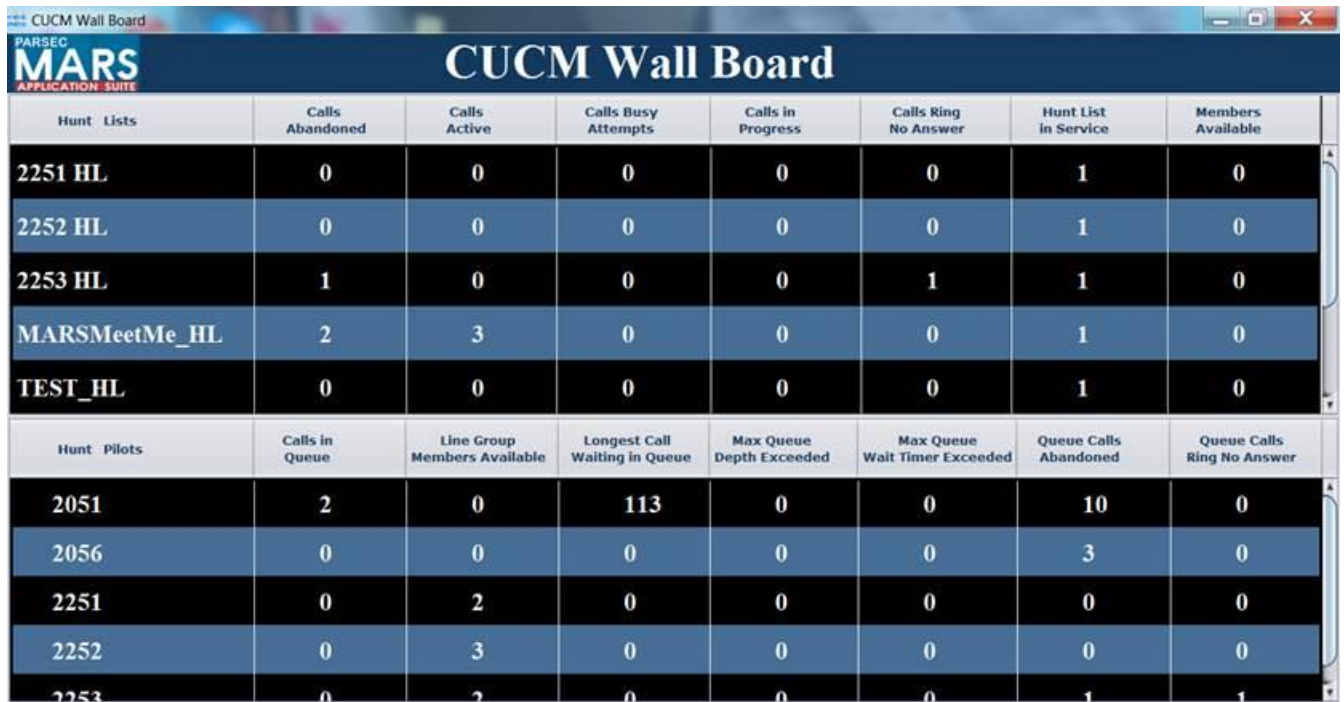
MARS CUCM Wallboard

Parsec’s MARS CUCM Wall Board integrates with Cisco CUCM.

The application does not require a contact center UCCX or UCCE.

If calls are queued at CUCM’s Hunt Pilot/Hunt List and routed to agent/s based on configured routing logic then MARS CUCM Wallboard displays the Hunt Pilot/Hunt List statistics and Agent Phone status (Idle/Busy)

The application can be accessed via a windows desktop based application.



CUCM Wall Board							
Hunt Lists	Calls Abandoned	Calls Active	Calls Busy Attempts	Calls in Progress	Calls Ring No Answer	Hunt List In Service	Members Available
2251 HL	0	0	0	0	0	1	0
2252 HL	0	0	0	0	0	1	0
2253 HL	1	0	0	0	1	1	0
MARSMeetMe_HL	2	3	0	0	0	1	0
TEST_HL	0	0	0	0	0	1	0
Hunt Pilots	Calls in Queue	Line Group Members Available	Longest Call Waiting in Queue	Max Queue Depth Exceeded	Max Queue Wait Timer Exceeded	Queue Calls Abandoned	Queue Calls Ring No Answer
2051	2	0	113	0	0	10	0
2056	0	0	0	0	0	3	0
2251	0	2	0	0	0	0	0
2252	0	3	0	0	0	0	0
2253	0	2	0	0	0	1	1

MARS CUCM Wall Board monitors the enterprise PRI line/s also and provide online status provided the gateway is configured as MGCP.