



MARSUnifiedCCAgent

# MARS UnifiedCCAgent

**PARSEC**  
Telesystems



Preferred  
Solution  
Partner



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What it is....



MARSUnifiedCCAgent

**A single middleware platform which acts as bridge  
between**

**Cloud based CRM or Premise based  
CRM/ERP/Incident/Ticketing System  
and**

**Cisco Communication platforms like CUCM, UCCX & UCCE.**

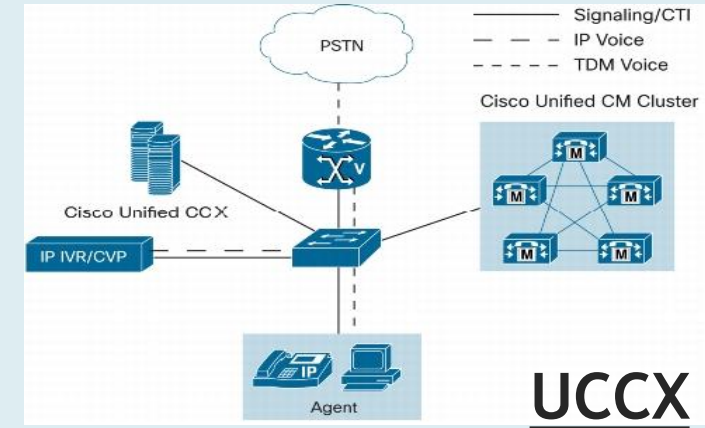
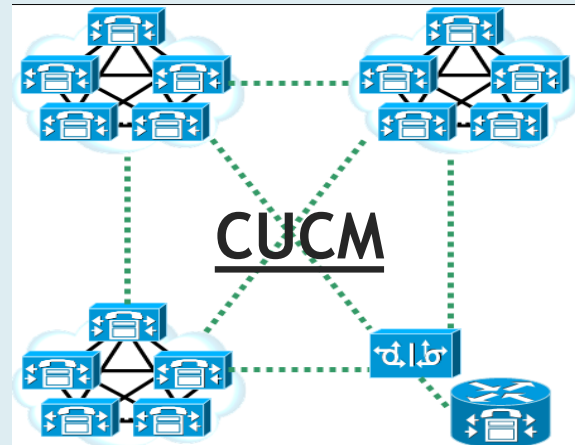
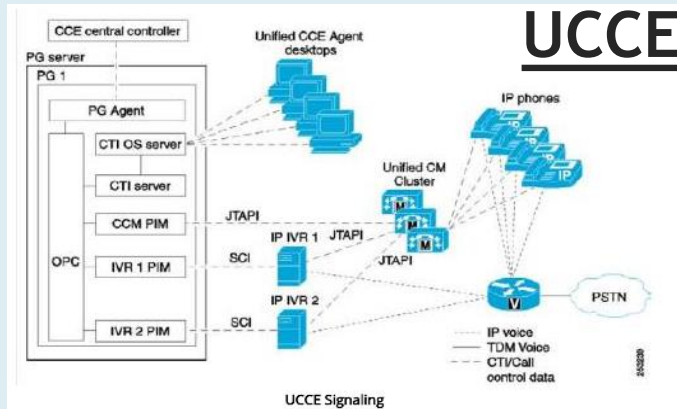
# Acts as Middleware between CRM/ERP & Cisco Communication Platforms



## Cloud Based CRM or Customer Database



## Cisco Communication Platform





# Features



- Can work with Cisco Finesse Desktop or without Finesse Desktop. Synchronized states with Cisco Finesse Desktop
- Single middleware to communicate with multiple CRM/Incident/Ticket management software like Salesforce, ServiceNow, Microsoft Dynamics and SugarCRM, ZOHO
- Works as bridge between CRM/Incident/Ticket management software and Cisco Communication Platform like CUCM, UCCX & UCCE
- Secure communication throughout over HTTPS
- Can handle browser crash, multiple tab opening & browser refresh scenario. Agent states are maintained
- Low cost server and operating system requirement. Non-branded server and Linux operating system
- Single interface for both Agent & Supervisor



- Single interface for inbound & outbound call handling
- Screen-pop for Salesforce, ServiceNow, Microsoft Dynamics CRM or from customer's database like MySQL, MS SQL or Oracle
- Supervisor features like Silent monitoring, Barge-In and Team's Agent status
- Total dynamic HTML so multiple calls can be displayed
- Queue status
- Task routing
- UCCX Primary & Secondary server handling
- High Availability

# With Salesforce On Inbound Call



- Customer details on incoming call. In case of multiple records customer list will be displayed
- Agent can Answer/Hold/Resume/Disconnect/Consult/Transfer/MakeCall call from Salesforce screen.

The screenshot shows the Salesforce interface with a search bar at the top. Below the search bar, there are navigation tabs for 'Contacts' and '2037'. A search filter '2037' is applied. A table of contacts is displayed with the following data:

Action	Name	Account Name	Account Site	Phone	Email
Edit	Mr. [Redacted]	United Oil & Gas Corp.		2037	ibovle@uoco.com
Edit	Mr. [Redacted]	Edge Communications		2037	sean@edge.com

A 'PARSEC SFDC Soft Phone' overlay is visible on the right side of the screen. It displays the following information:

- Call Id : 17503231
- CallType : ACD\_IN
- CallFrom : 2037 CallTo : 5004
- Buttons: Logout (red), Answer (green)

The screenshot shows the Salesforce interface with a search bar at the top. Below the search bar, there are navigation tabs for 'Contacts' and '2037'. A search filter '2037' is applied. A contact detail view is displayed for 'Mr. [Redacted]'. The contact details are as follows:

Field	Value	Field	Value
Contact Owner	[Redacted] Kumar (Change)	Phone	2037
Name	[Redacted]	Home Phone	
Account Name	United Oil & Gas Corp.	Mobile	(981) 02-[Redacted]
Title	Parsec Telesystems	Other Phone	
Department	Technology	Fax	(212) 842-5501
Birthdate	4/16/1957	Email	ibovle@uoco.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	
Languages	English	Level	Secondary

A 'PARSEC SFDC Soft Phone' overlay is visible on the right side of the screen. It displays the following information:

- Call Id : 17503231
- CallType : ACD\_IN
- CallFrom : 2037
- CallTo : 5004
- Buttons: Hold (green), EndCall (red), Consult (blue), Enter Number (input field)



# With ServiceNow On Inbound Call



- Incident will be opened based on customer's request.
- Agent can Answer/Hold/Resume/Disconnect/Consult/Transfer/MakeCall call from ServiceNow screen.

The screenshot displays the ServiceNow Service Management interface. The top navigation bar includes the ServiceNow logo, the user name 'System Administrator', and various utility icons. A left-hand navigation menu lists options such as 'Self-Service', 'Homepage', 'Business Applications', 'Dashboards', 'Service Catalog', 'Knowledge', 'Help the Help Desk', 'Visual Task Boards', 'Connect Chat', 'Incidents', 'Watched Incidents', and 'My Requests'. The main content area shows an incident record for 'INC0000055'. The incident details include: Number (INC0000055), Caller (Carol Coughlin), Category (None), Subcategory (None), Business service, Configuration item (SAP Sales and Distribution), and Short description (SAP Sales app is not accessible). A 'MARS Softphone UCCX' overlay is visible in the foreground, displaying 'PARSEC Soft Phone' information, including the phone number 'ami(2029) - 17052018161909025 (0:0:57)', state 'Reserved', and call details: 'Call Id : 17503234', 'CallType : ACD\_IN', and 'CallFrom : 2037 CallTo : 5004'. The overlay also features 'Logout' and 'Answer' buttons.

# With Custom CRM On Inbound Call



- Customer details on inbound call from MySQL database. Can be integrated with Microsoft SQL Server & Oracle database.

**MARS**

**PARSEC SFDC Soft Phone**

ami(2029) - 17052018154814480 (0:2:25)  
State : Talking

Logout

Call Id : 17503231  
CallType : ACD\_IN

CallFrom : 2037  
CallTo : 5004

Hold

EndCall Consult

Enter Number

Select Variable

Value :

**MARS Caller Details**

Caller Details Close

Client Name:

Client Code:

Contact Name:

Address:

City:

Email:

Phone 1:

Phone 2:

Phone 3:

Phone 4:

State:

Policy Type	Producer	Account Manager	Ins. Company	Policy Number
<del>ABC124</del>	<del>DDRRTT24</del>	<del>AcntMgr-555</del>	<del>Acuity</del>	<del>POL76452999</del>
<del>ABC136</del>	<del>DDRRTT36</del>	<del>AcntMgr-571</del>	<del>Acuity</del>	<del>POL76452995</del>
<del>ABC124</del>	<del>DDRRTT24</del>	<del>AcntMgr-575</del>	<del>Acuity</del>	<del>POL76452999</del>
AIRC	Jeff Rosmusen	MaryLu	US AIR	AIR423392346

Total Policies : 4



# Advantage of PARSEC



MARSUnifiedCCAgent

- Ready to study customer's pain point and suggest application as per customer requirements
- Quality & fast delivery
- Cost effective solution
- Open to integrate with customer's custom CRM or any kind of database
- Support in any area of globe