

MARS Cisco Contact Center Applications

1) MARS UCCX Wallboard

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

2) 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

3) MARS Auto Answer Calls

Application automatically answers the incoming call to agent with a very minute delay + audio notification so that agent is prepared before talking to the customer.

It is configurable in the application to Auto answer all incoming calls (Internal & external) /External calls only

4) MARS Agent Greeting for Cisco CUCM / UCCX

The application plays out a prerecorded audio file automatically to 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.

5) 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.

6) MARS Phone Keypad Lock

Prevent off the record dialing out of calls by agents.

Application allows agent to dial out calls only via contact centers agent user interface (CAD/Finesse/Integrated CRM)

7) MARS Multiparty Silent Monitoring

Application enables multiple users to concurrently silently listen/monitor a user's ongoing call using their Cisco IP Phone.

- ✓ Use Case1: Multiple supervisors/QA persons can concurrently silently monitor a call center executive's ongoing call at the same time.
- ✓ Use Case2: Multiple agents under training can silently listen to the ongoing conversation between a CC expert/trainer and a client and learn the way to handle a call
- ✓ Use Case3: Multiple PA/Advisors to senior executives (Example President/MD/CEO) need to listen the shared line DN of the senior executive in order to take down notes of the ongoing conversation.

8) **Connectors for CRM**

- ✓ Salesforce
- ✓ ServiceNow
- ✓ MS Dynamics
- ✓ 3rd party custom CRMs

9) **Custom Cisco Finesse Gadgets**

10) **Custom Cisco CUIC Reports**

11) **Custom Cisco CVP IVR scripting**

12) **Custom UCCE/ICM Scripting**

For contact centers operating on setups using Cisco CUCM only

13) **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.

14) **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.