

MARS Agent Greeting
Application software for Cisco CUCM

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MARS Agent Greeting for Cisco CUCM

- ▲ PARSEC's **MARS Agent Greeting** application for Cisco CUCM plays out a prerecorded audio file automatically for incoming & outgoing calls
- ▲ The application integrates with Cisco CUCM only. It does not require Cisco UCCX/UCCE
- ▲ Along with other Cisco IP Phones it supports Cisco Jabber Client (10.x,11.x,12.x)
- ▲ INCOMING CALLS
 - ✓ The greeting message can welcome the caller, identify agent and include other useful contextual information.
 - ✓ Application can be configured to play a prerecorded greeting prompt to the Caller for the incoming call landing on the user/agent's Cisco IP Phone extension
 - ✓ The greeting file is played out on call connect (i.e. when user/agent answers the incoming call in the Cisco IP Phone)
 - ✓ The greeting audio will be heard simultaneously by the caller and the agent
 - ✓ Greeting will be played only if the call is answered on the Cisco Device/Phone, not if the call is answered by voicemail
- ▲ OUTBOUND CALLS
 - ✓ The greeting message can welcome the called party and play out other useful contextual information
 - ✓ Application can be configured to play a prerecorded greeting prompt to the called party for the outbound call dialed by the Agent/user from his/her Cisco IP Phone
 - ✓ The greeting file is played out on call connect (i.e. when the called party answers the call)
 - ✓ The greeting audio will be heard simultaneously by the called party and the agent
 - ✓ Greeting will be played the moment the user/agent's Cisco IP phone goes into connected state irrespective of a live voice/Answering machine/any other message from service provider/Voicemail
- ▲ The application plays out the greeting for only those DN (IP Phone Extension) of the device configured in the application.
- ▲ The application integrates with Cisco CUCM only. There will be no conflict in the functioning/operations of Cisco UCCE/UCCX/Cisco Finesse if present at site.
- ▲ The application is installed in an independent application server which integrates with Cisco CUCM
- ▲ The prerecorded audio files (*.wav files) to be played out needs to be copied by the application administrator in a predefined location in the application server where the application is installed

- ⤴ Application related configurations will be done by the application administrator using an application web based UI.
- ⤴ A mapping of the Agent/User DN and prerecorded audio file to be played will be maintained in the application

Agent DN	Wav File Name
3015	Greet1.wav
3016	Greet1.wav
3017	Greet2.wav
3444	Greet3.wav

- ⤴ Parsec’s application will be installed in an independent windows based server.
The application server should be in the same enterprise voice network in which the CUCM & Cisco IP Phones are present.
One application server instance is required for one Cisco CUCM cluster.
Application server configuration (to be provided by client/SI)
Intel Xeon Quad Core 2.3 +
RAM: 16 GB+, HDD: 70 GB+
OS: Windows Server Standard 2012 / 2016 64 Bit
VMware supported
Application server IP Address should be static
- ⤴ Cisco CUCM details
 - CUCM versions supported : 10.x ,11.x,12.x
 - All Cisco IP Phones to be supported by the application should support CTI
- ⤴ APPLICATION VIDEO: <https://youtu.be/DBFV8m-lfjE>
- ⤴ Along with other Cisco IP Phones ,the application also supports **Cisco Jabber** Client and **Cisco WebEx Teams** Client