

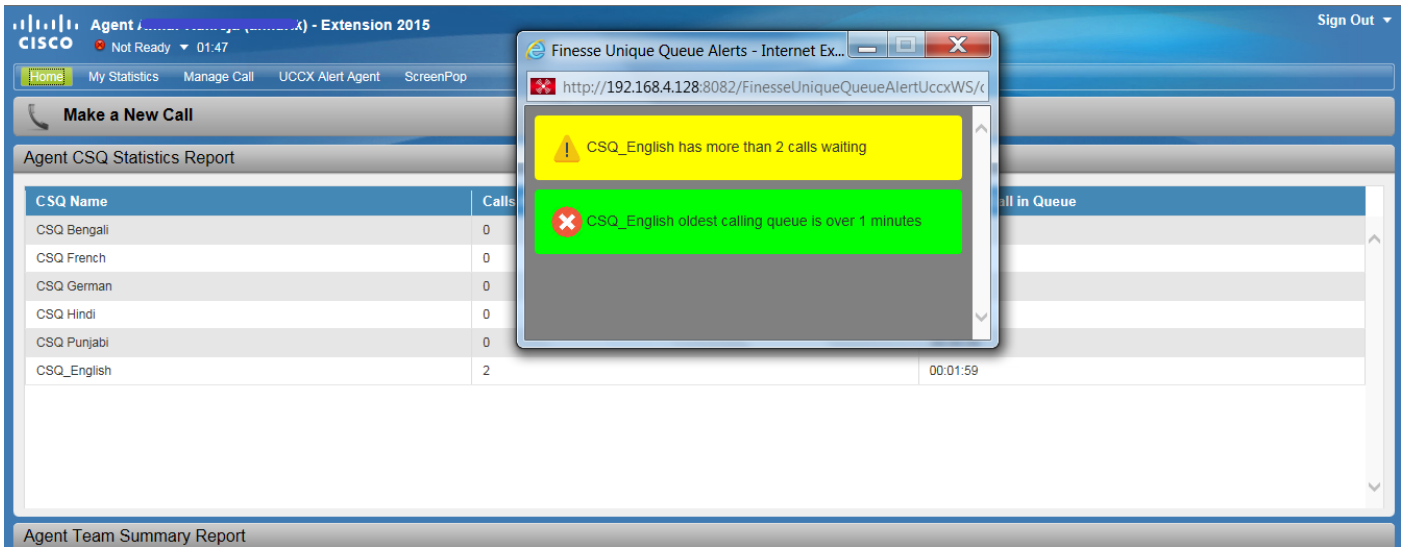
**MARS Finesse Agent Queue Alert
For Cisco UCCX**

PARSEC Telesystems Private Limited

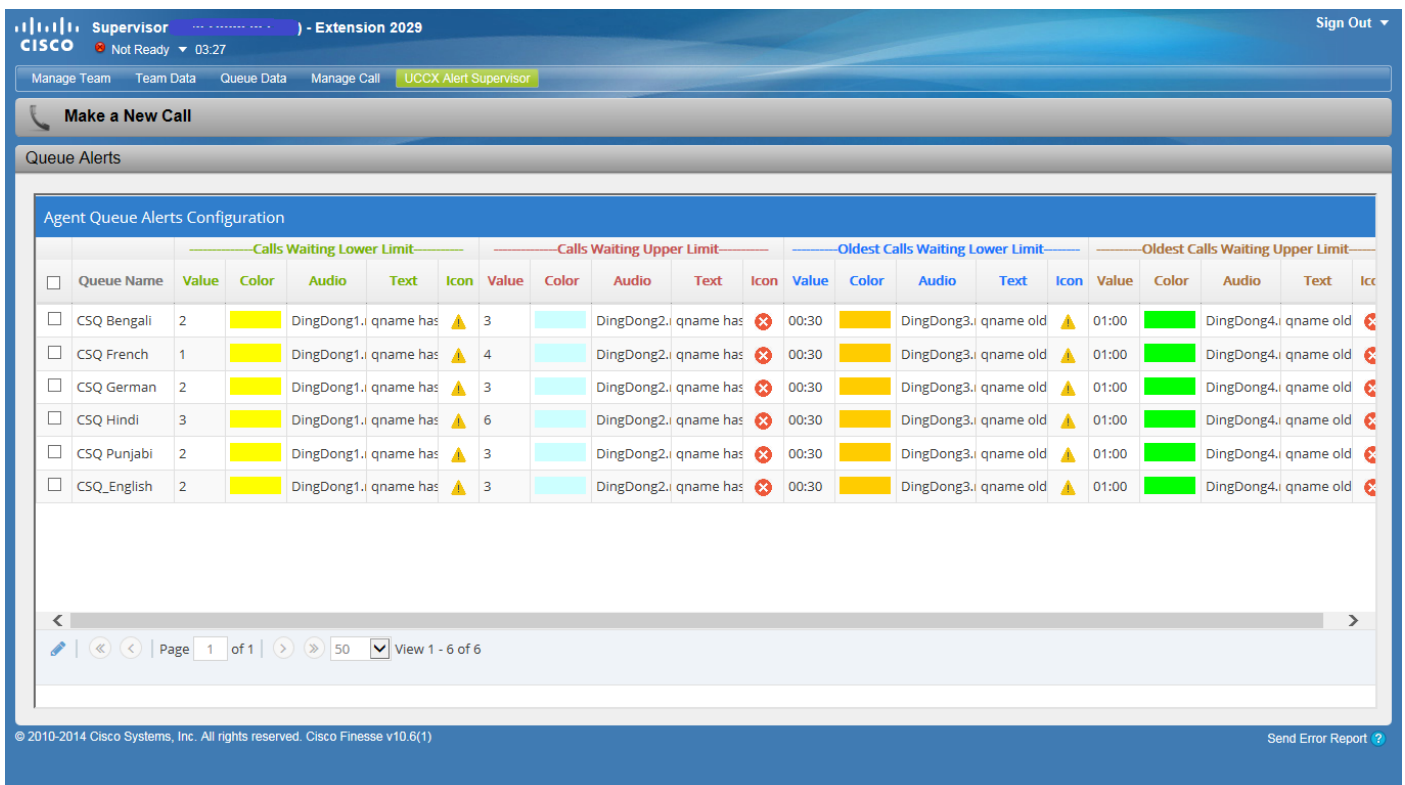
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MARS Finesse Agent Queue Alert for Cisco UCCX

- PARSEC's MARS Finesse Agent Queue Alert application (Finesse Gadget) for Cisco UCCX, provides Alert Agent if calls in Queue have reached configured threshold
- The alerts are displayed to agents logged into Cisco Finesse web based application.
- The alerts are popups with alert information



- Alert thresholds can be configured by supervisors using the Alert Gadget available to supervisors logged into Cisco Finesse web based application.



- ▲ 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 Cisco UCCX server is present.
Application server configuration (to be provided by client/SI)
Intel Xeon Quad Core 2.3 +
RAM: 8 GB+, HDD: 70 GB+
OS: Windows Server Standard 2012 64 Bit
VMware supported
Application server IP Address should be static

- ▲ UCCX versions supported: 10.x ,11.x