CISCO
Preferred
Solution
Partner

PARSEC
Telesystems

MARS Silent Monitor & Coaching Application

For Cisco Call Manager

Contact centers are required to assure the quality of customer service provided by agents to customers. To provide assurance of quality, the ability to monitor the agent-customer conversations and talk in whisper mode to the agent in between calls is critical to call center business.

Parsec's **MARS Silent Monitor & Whisper-Coaching application** for Cisco Unified Communications Manager enables a supervisor to silently monitor & whisper/coach an agent during a conversation with customer without the customer or agent knowing that he/she is being monitored.

Application works with install bases having Cisco CUCM (Cisco Contact Center Apps not required)

Application works with install bases having Cisco UCCX / Cisco UCCE /Cisco PCCE

Application features

- ✓ Monitor all incoming Calls
- ✓ Monitor Campaign Dialer Calls
- ✓ Monitor manually dialed outbound calls
- ✓ Monitor Agent to Agent Call
- ✓ Whisper Coaching
- ✓ Monitoring can be initiated by supervisor via a web based UI
- ✓ Displays agent phone status (Talking, Idle)
- ✓ Supports Cisco Jabber Windows Client also along with other desk Cisco phones
- ✓ Supports multiple extensions configured in an agent's Cisco IP Phone
- ✓ Supports shared extensions configured in an agent's Cisco IP Phone
- ✓ Supports multiple devices/phones assigned to a single Agent
- ✓ Silent Monitor the calls being handled by front desk executive on multiple board line numbers configured on executive's phone
- ✓ Multiple supervisors can simultaneously monitor-whisper different agent DN/Extensions

Highlights of Parsec's MARS Silent Monitor & Coaching application

Application Highlights
Silent Monitor Session: Supervisor can hear the voice of both agent & customer, but customer & agent cannot hear the voice of the supervisor
Silent Whisper Coach Session: Supervisor can hear the voice of both agent & customer. Agent can hear the voice of the supervisor but customer cannot hear the voice of the supervisor
Supervisor can start/stop monitor-coach session of an agent(phone) using a web based interface in PC or laptop
Application administration is done using a web based application admin interface
Each supervisor & agent is assigned to user groups. A supervisor & agent can belong to one or more groups. A supervisor can monitor agents assigned to his/her group only.
The list of user groups to which the supervisor is assigned will be displayed to the supervisor in the web based interface
On selection of a user group, the list of agents(phone numbers) of that group will be displayed to the supervisor in the web based interface
The supervisor can view the status(On Call/Idle) of the agent in the web based UI
Supervisor will select the agent whom he/she wants to monitor and then click the "Start " button in the web based interface
On start monitor action the Supervisor's phone will receive an incoming call as the monitoring call
To stop monitor/whisper supervisor will click the "Stop Button" button in the web based interface
To monitor a 2nd agent supervisor will stop monitoring the 1st agent(in case there is an active monitor in progress) in the web based interface
During an ongoing monitor if the agent or customer disconnects the call the monitor will automatically stop
During an active monitor of an agent call ,if agent puts a call on hold and then resumes call, monitor will continue working
To start whisper/Coach the supervisor needs to click the whisper button

MARS SilentMonitoring & Whisper

Welcome, Admin

Agent Details : group3

Agent Device	Agent DN	State	Call Id	Action			Agent Id	Monitor State	Monitor Type	Supervisor Device	Supervisor DN	Supervisor Id
SEPE8BA70FA173D	2030	TALKING	1072004/1	👀	🔊	⬛	Mary	MONSTART	WHISPER	SEP74E6E24AC033	3014	
SEP0C8525A64F67	2030	TALKING	1072001/1	👀	🔊	⬛	ankur.k	MONSTART	MONITOR	SEP74E6E24AC033	3014	
SEP0C8525A64F67	2029	IDLE		👀	🔊	⬛	ankur.k					
SEP0C8525A64F67	2044	IDLE		👀	🔊	⬛	ankur.k					
SEP0C8525A64F67	2045	IDLE		👀	🔊	⬛	ankur.k					
SEP0C8525A64F67	2046	IDLE		👀	🔊	⬛	ankur.k					
SEPE8BA70FA173D	2029	IDLE		👀	🔊	⬛	Mary					

Auto Loan
Car Insurance
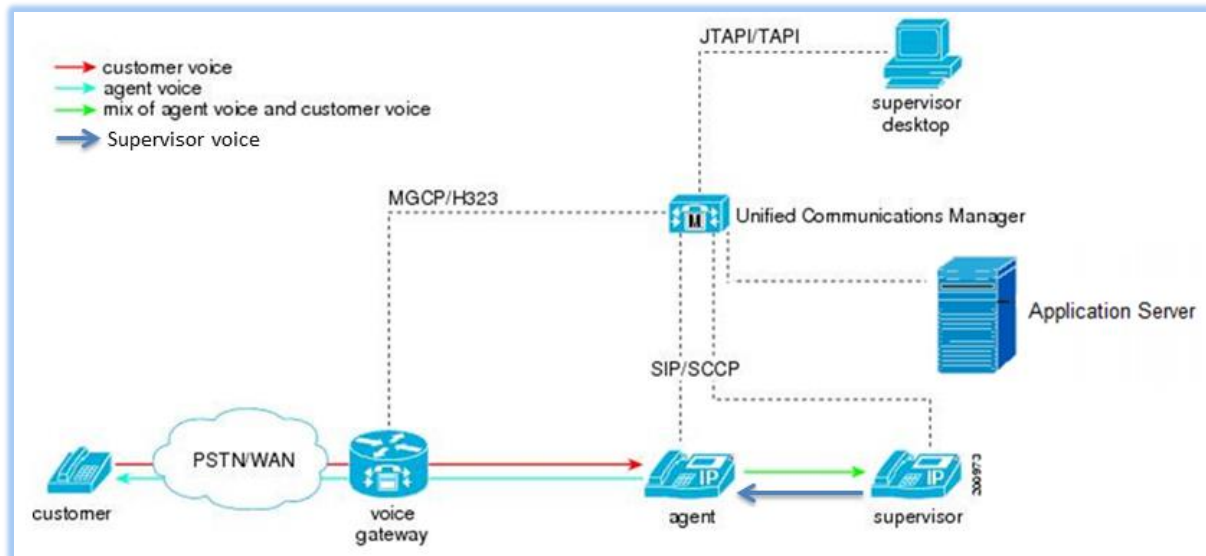group2
group3
Home Loan
Life Insurance
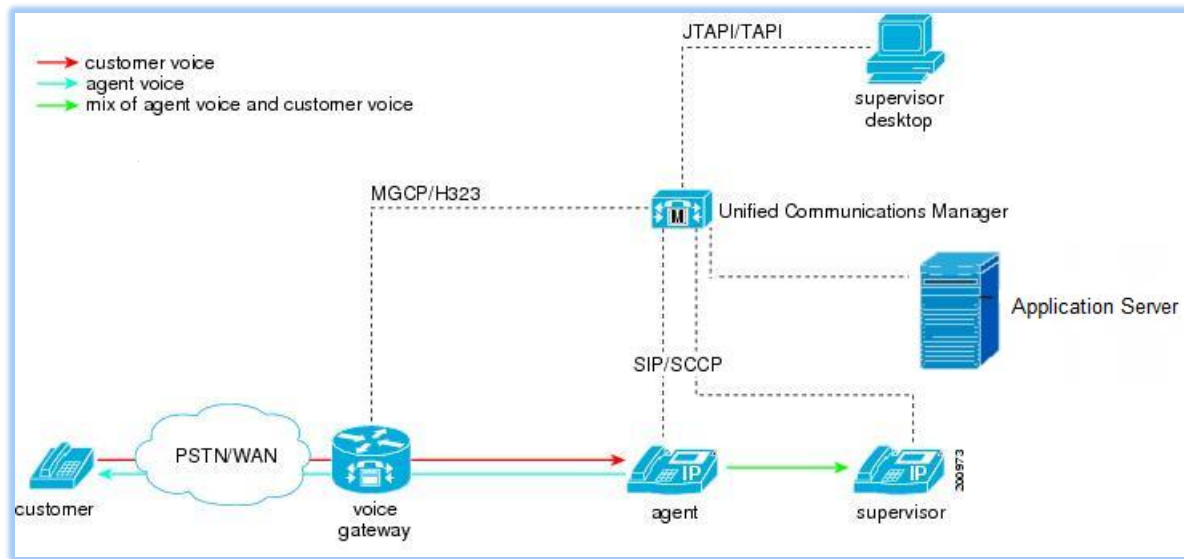Saving Account

Supervisor configured groups

Selected Group

Monitor
Whisper Coach
Stop

-Dynamic list of agents based on configured and selected group
-TALKING & Monitored agents will be always on top
-Switching between monitoring & whisper anytime
-No limit on number of supervisor groups

Silent Coach-Whisper Voice Streams

- → customer voice
- → agent voice
- → mix of agent voice and customer voice
- → Supervisor voice

JTAPI/TAPI — supervisor desktop
MGCP/H323 — Unified Communications Manager — Application Server
SIP/SCCP
customer — PSTN/WAN — voice gateway — agent — supervisor

Silent Monitor Voice Streams

Supporting Hardware & Software:		
1.	CUCM Supported	9.x,10.1,10.5,11.11.5,12,12.5,BE 6000,BE 7000
2.	Phones supported	6961, 6941,6921,7821,7841,7861,7941,7942, 7945,7961,7962,7965,7970,7971,7975, 8841, 8851, 8861, 8961, 9971, 9951, Jabber Windows Client v 10.5+ For other phone models please contact Parsec. The cisco IP Phones to be monitored should support BIB (Built In Bridge) & JTAPI feature in CUCM Note: o Cisco IP Communicator phone supports Monitor feature only
3.	Application Server Details	Intel Xeon Quad Core 2.3 + RAM : 8 GB+,HDD : 70 GB+ Windows Server 2012/2016 R2 64 Bit VMware supported
4.	Supervisor Client PC OS & Web Browsers supported	3GHz Dual Core+ CPU, 2GB+ RAM OS: Win 7, Win 8 with Web Browser: IE 10+, Chrome 16+, Mozilla Firefox 5+, Safari 6+, Opera 12+

For more details write to **info@parsec-tech.com**

www.parsec-tech.com