



PARSEC
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Cisco UCCX / UCCE / PCCE Integration With Salesforce

- ❖ Unified Contact Center Express
- ❖ Unified Contact Center Enterprise
- ❖ Packaged Contact Center Enterprise
- ❖ Agent Login & Other State Control
- ❖ Display of Current Agent State in Real Time
- ❖ All Call Variables value collected by CVP/IP-IVR
- ❖ Salesforce (SFDC) CRM Screen-pop based on customer request (i.e. based on Account No., Policy No. or Mobile No.)
- ❖ After Call record (Task, Account, Contact, Leads etc.) can be created as per customer requirement in Salesforce
- ❖ Call Controls features like Click-To-Call, Answer, Hang-up, Hold/Resume, Transfer.



Contact Center Agent with SFDC

- ❖ After Login, Agent Current State will be “Not Ready”
- ❖ Agent can set their state with Reason Code
- ❖ If there is any state change on Finesse that will be reflected on Salesforce
- ❖ Agent logged-in duration

The screenshot shows the Salesforce interface with a list of contacts. The UCCE PARSEC Soft Phone login panel is overlaid on the right side. The login panel includes fields for Login ID, Password, and Agent DN, along with a Login button.

ACTION	NAME	ACCOUNT NAME	TITLE	PHONE	EMAIL
	Cisco IP, Ashok	Edge Communications	CFO	2037	sean@edge...
	Nedaerk, Siddartha	sForce	Technologies	2001	
	Dcosta, James	Grand Hotels & Resorts Ltd	Manager IT	(9...)	
	Mathew, Joshep	Grand Hotels & Resorts Ltd	SVP, Administration and Fi...	(9...)	barr_tim@g...
	Saikia, Pranjol	United Oil & Gas Corp.	Parsec Telesystems		lboyle@uog...

This screenshot shows the same Salesforce interface as above, but without the login panel. The contact list is visible, showing details for various agents and their associated accounts.

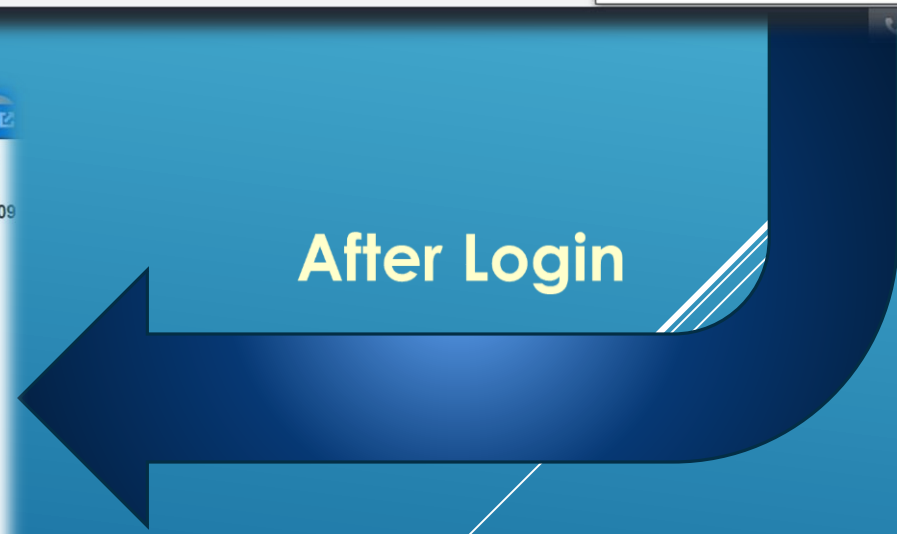
ACTION	NAME	ACCOUNT NAME	TITLE	PHONE	EMAIL
	Cisco IP, Ashok	Edge Communications	CFO	2037	sean@edge...
	Nedaerk, Siddartha	sForce	Technologies	2001	
	Dcosta, James	Grand Hotels & Resorts Ltd	Manager IT	(9...)	
	Mathew, Joshep	Grand Hotels & Resorts Ltd	SVP, Administration and Fi...	(9...)	barr_tim@g...
	Saikia, Pranjol	United Oil & Gas Corp.	Parsec Telesystems		lboyle@uog...

The screenshot shows the UCCE PARSEC Soft Phone interface. It displays the logged-in user information and the current state. The state is set to "Ready". There are buttons for "Set Ready", "Set Not Ready", and "Logout". Below these, there is a field for "Number" and a "Make Call" button.

UCCE PARSEC Soft Phone
Logged-In User : 47483648 Extension : 2009
State : Ready

Set Ready Set Not Ready
Logout

Number :
Enter Number
Make Call



Screen-pop On Inbound Call

- ❖ On Inbound Call, Salesforce contact screen will be opened automatically
- ❖ Agent can answer call from Salesforce soft phone screen
- ❖ Hold/Resume, Transfer, disconnect call control features
- ❖ Call duration
- ❖ All CVP/IP-IVR collected data in Salesforce
- ❖ After call, activity/task with call details will be created in Salesforce. Additional data can be stored as per customer requirements

The screenshot shows the Salesforce contact record for Mr. Pranjol Saikia. The contact details include: Contact Owner: Ashok Kumar; Name: Mr. Pranjol Saikia; Account Name: United Oil & Gas Corp.; Title: Parsec Telesystems; Department: Technology; Birthdate: 4/16/1957; Reports To: View Org Chart; Lead Source: Public Relations; Mailing Address: 1304 Avenue of the Americas, New York, NY 10019. The phone numbers listed are: Home Phone, Mobile (981) 021-5537, Other Phone, Fax (212) 842-5501, and Email lboyle@uog.com. The UCCE PARSEC Soft Phone interface is overlaid on the right, showing the user is logged in as 47483648 with extension 2009 and state 'Reserved'. It features buttons for 'Set Ready', 'Set Not Ready', 'Logout', and 'Answer'. A red arrow points to the 'Answer' button.

After call answer

The screenshot shows the same Salesforce contact record for Mr. Pranjol Saikia. The UCCE PARSEC Soft Phone interface is now in 'Talking' state. It features buttons for 'Set Ready', 'Set Not Ready', 'Logout', 'End Call', and 'Hold'. A green arrow points to the 'End Call' button. A message 'Call Log Saved Successfully...' is visible above the 'Call From' and 'CallId' fields.

➤ Outbound call – Clickk2Dial

➤ Manually dial out a typed number

➤ Click2Dial any contact's number to initiate a outbound call

➤ Agent can hold/resume, transfer outbound call from Salesforce screen

➤ After call, activity/task with call details will be created in Salesforce

The screenshot shows the Salesforce 'Contacts' page with a list of contacts. A 'UCCE PARSEC Soft Phone' overlay is visible on the right side. The overlay displays the logged-in user as '47483648' with extension '2009' and a state of 'Talking'. It includes buttons for 'Set Ready', 'Set Not Ready', 'Logout', and 'End Call'. A 'Calling...' indicator shows the number '9810215537' with a 'Make Call' button below it.

ACTION	NAME	ACCOUNT NAME	TITLE	PHONE ↓	EMAIL
🗑️ +	Cisco IP, Ashok	Edge Communications	CFO	2037 📞	sean@edge
🗑️ +	Nedaerk, Siddartha	sForce	Technologies	2001 📞	
🗑️ +	Dcosta, James	Grand Hotels & Resorts L...	Manager IT	(9... 📞	
🗑️ +	Mathew, Joshep	Grand Hotels & Resorts L...	SVP, Administration and Fi...	(9... 📞	barr_tim@g
🗑️ +	Saikia, Pranjol	United Oil & Gas Corp.	Parsec Telesystems		lboyle@uog

The screenshot shows the Salesforce 'Contacts' page with a contact record for 'Mathew, Joshep' selected. A red arrow points to the phone number field, which has a 'Click to dial' button next to it. Another red arrow points to the phone number field in the contact record below. The 'UCCE PARSEC Soft Phone' overlay on the right shows the state as 'Not Ready' and includes an 'Enter Number' input field and a 'Make Call' button.

ACTION	NAME	Account Name	Title	Phone	EMAIL
🗑️ +	Cisco	Grand Hotels & Resorts Ltd	SVP, Administration and Finance	(9... 📞	sean@edge
🗑️ +	Ned	Email	Contact Owner Alias	barr_tim@grandhotels.com	AKumar
🗑️ +	Dco				
🗑️ +	Mathew, Joshep	Grand Hotels & Resorts L...	SVP, Administration and ...	(9... 📞	barr_tim@g
🗑️ +	Saikia, Pranjol	United Oil & Gas Corp.	Parsec Telesystems		lboyle@uog

System Requirements

Hardware Requirements

Parsec's application with all dependency software will be deployed on independent application server and communicate with Cisco Contact Center solution.

The agent PC (SFDC user), application server, Cisco CUCM/UCCX/UCCE/PCCE & Cisco IP Phones (Agent's Phone) should be in the same enterprise network

Following are the application server system specification

Intel Dual Core Xeon 2.3 +

RAM : 8 GB+, HDD : 70 GB+

OS : Win Server 2012 R2 64 Bit

VMware supported

Server IP Address should be static

System Requirements....

Software Requirements

JAVA JRE 1.8

Tomcat 8

MySQL Database 5.7

Cisco CUCM 10.x/11.x

Web browsers supported

Internet Explorer 10+

Chrome

Cisco Endpoints / IP Phones

Cisco Jabber Windows Client used by agents should support Cisco JTAPI

All the Cisco IP Phones which are supported By Cisco JTAPI