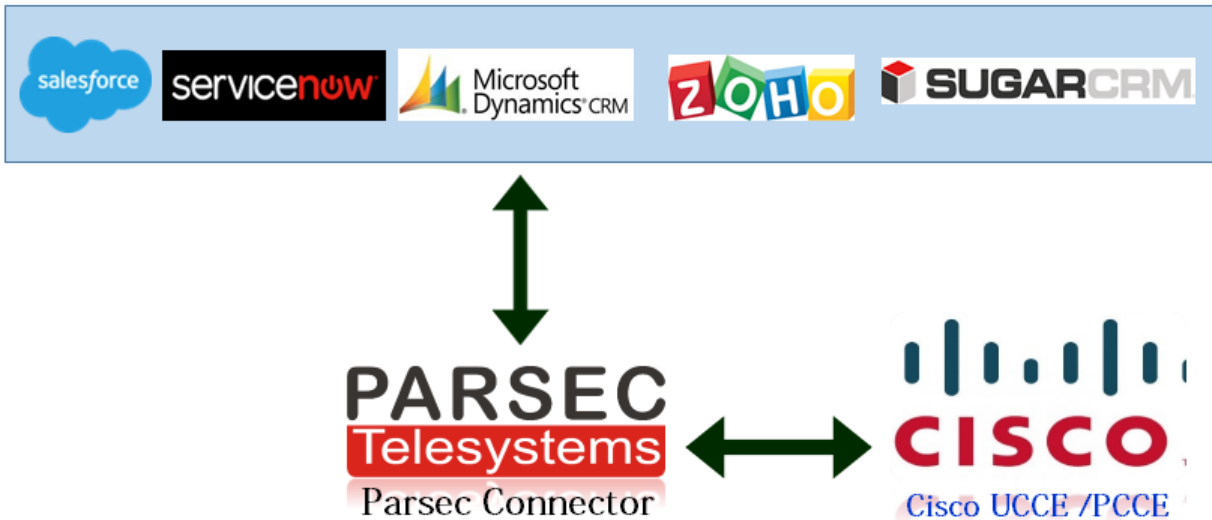


**Cisco UCCE-PCCE Contact Center  
CRM Connector**

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## Cisco UCCE – PCCE CC CRM Connector



### A. Application details

- Parsec's **Cisco UCCE/PCCE CC Connector** application for CRM works as a bridge between the CRM and Cisco UCCE/PCCE CC solution.
- The CRM can be any cloud based CRM like **Salesforce (SFDC)**, **ServiceNow**, **MS Dynamics** or a **3<sup>rd</sup> party CRM**.
- The CRM user/Agent will have the capability to handle both incoming & outgoing calls from Cisco contact center.
- Inbound Call indication on CRM screen with customer/caller number and name if number stored in CRM Contacts.
- Contact Screen pop-up based on caller number with inbound call indication or on answered
- CRM user can initiate Click to Dial from any phone field (of type of field “phone”) available on CRM pages in Contact details
- CRM user can key in a number in the CRM soft phone text box and dial out the number
- Parsec's Cisco UCCE/PCCE CC Connector solution doesn't need any additional component installation on user/Agent's PC.

- PARSEC's Cisco UCCE/PCCE CC Connector application is a JAVA based web service which can be deployed on Apache Tomcat Web Server. This Connector application will communicate with web client (HTML Pages) over web socket. Connector will communicate with **Cisco UCCE/PCCE** through Cisco Finesse Server using Cisco Finesse API library.
- The CRM interface will communicate with Cisco UCCE/PCCE (via Cisco Finesse Server) by embedding Java Script modules provided by Parsec's application APIs.
- The user/Agent will be able to use call controls via his/her Cisco IP Phone or the call controls implemented in CRM
- Application APIs will facilitate implementation for following features in the CRM
  - Agent Login
  - Agent Logout
  - Change Agent States: Ready / Not-Ready
- Application APIs will facilitate implementation for following Call controls methods in the CRM
  - Answer Call
  - Disconnect Call
  - Put Call On Hold
  - Resume Call/Un-hold Call
  - Consult call (warm) transfer
  - Send DTMF events
  - Normal Outbound call from Agent phone ( Click 2 Dial )
  - All call activity asynchronous event will be available to CRM through Connector which will help in screen-pop on CRM and creation of activity/case on call disconnect e.g. –
    - ALERTING/RINGING
    - CALL ANSWERED/ACTIVE
    - HELD
    - RESUME/ACTIVE
    - CALL DROPPED
  - Call Answer Time is sent along with Call Wrap-up & Call Dropped Events
  - Cause of an call active state is sent to differentiate between an answered call or resumed call
  - All agent state will be available to CRM through Connector e.g. –
    - READY
    - NOT READY with Reason Codes/Reason Names

- BUSY
- WRAP UP
- Application APIs will return the Cisco CVP IVR captured data, Call ANI/CLI to 3rd party CRM.  
This info can be used in the CRM for further processing like screen pop
- Application APIs will facilitate implementation for below actions in the CRM
  - Option to update call variables ( variables defined in Cisco Finesse ) for the current call with agent
  - Fetch list of Custom Agent Not Ready reason codes defined in Cisco Finesse (Global for all agents)
  - Fetch list of Custom Wrap-up Reason Codes defined in Cisco Finesse (Global for all agents)
- Parsec's application will support following Cisco UCCE & PCCE environment:
  - Cisco UCCE Finesse versions : 10.6,11,12  
<Please contact Parsec for other versions>
  - Cisco UCCE Finesse Agent Desktop (Web based)
  - Cisco CVP IVR

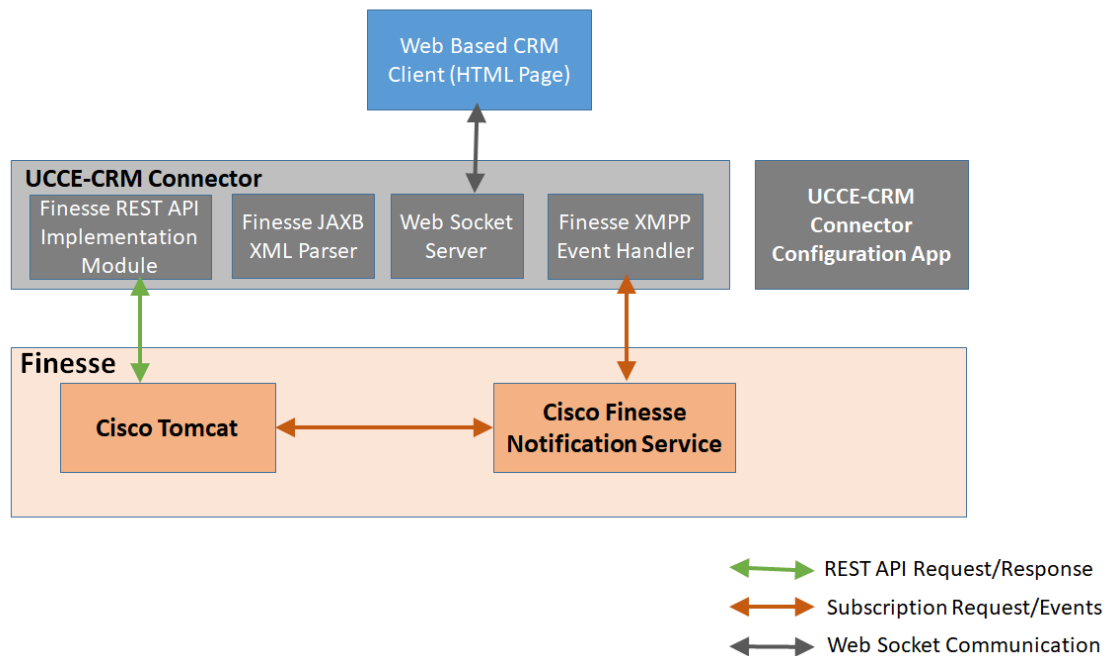
## B. Implementation of application features in the CRM

- Parsec's **Cisco UCCE/PCCE CC Connector** application will expose APIs which can be consumed by the CRM
- Implementing the call control features using Parsec's Connector APIs, in the CRM will be done by client's CRM technical team ( Not in Parsec's application scope)
- Parsec's delivery will include Java web service binaries and java script library
- Parsec will deliver a an connector application API details document
- Parsec will deliver a web based sample/tester (which will include HTML & Java scripts) for testing of the API features
- Client's CRM technical team will refer the sample/tester web based project as a template to implement the features/buttons/Softphone in the CRM UI
- To login (via 3rd party CRM) to Cisco UCCE, agent needs to enter/pass agent's Cisco UCCE Finesse credentials (userid, password & cisco extension corresponding to the agent) to the Agent login APIs exposed by Parsec's solution
- Application APIs will return the Cisco CVP IVR captured data, Call ANI/CLI to 3rd party CRM.

This info can be used in the CRM for further processing like screen pop

- Between application server and client CRM communication will be over web socket. A JSON Message will be provided over web socket.
- On call transfer the call related parameters will be transferred by application API.
- Client technical team can use the transferred parameters info for further processing in the CRM screen
- PARSEC's connector application will not add any prefix or suffix to the number to be called. Connector application will dial out the exact number passed to the API

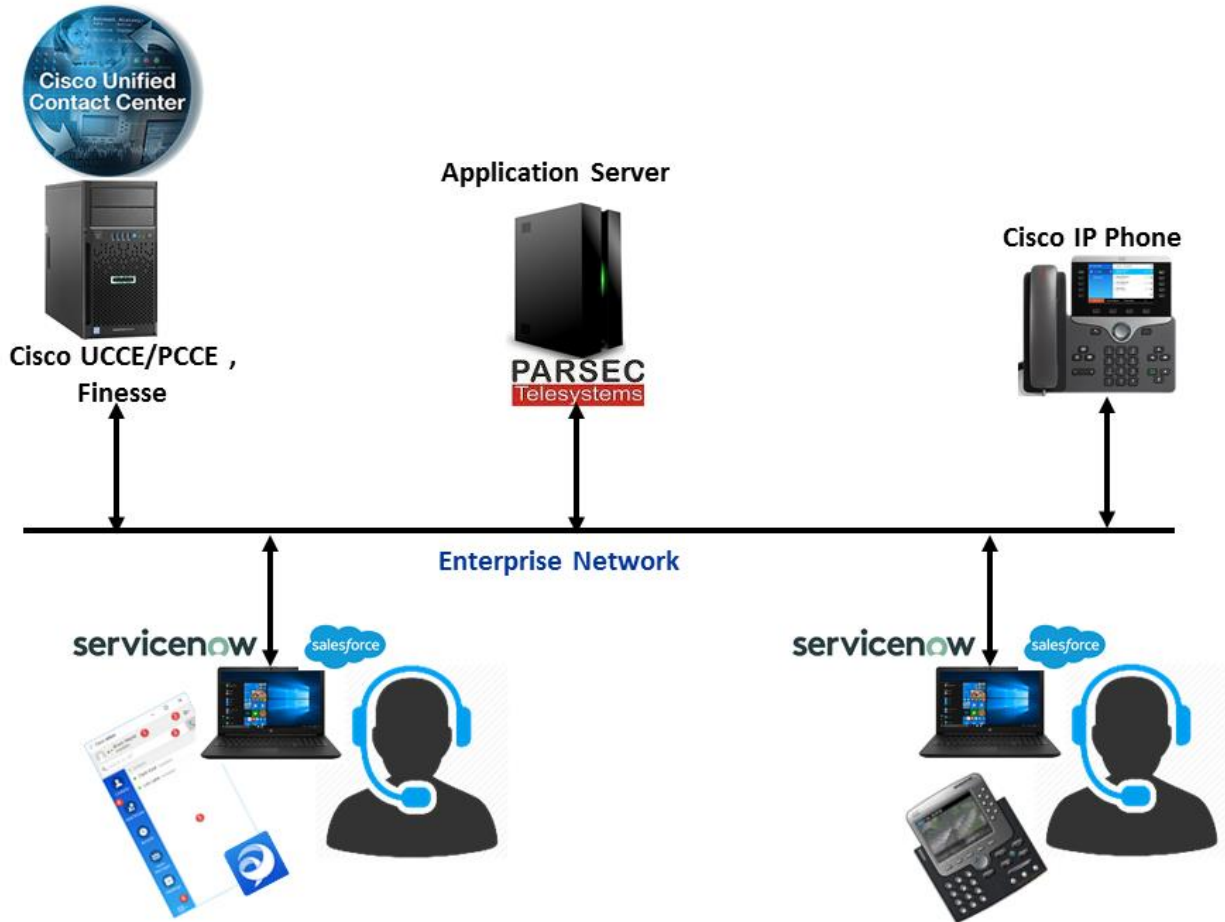
### Cisco UCCE Finesse API and Event Flow



## c. System Requirements

- The **Cisco UCCE/PCCE CC Connector** application with all dependency software will be deployed on independent system and communicate with Cisco Finesse Server
- This application server instance should be used only for the Cisco UCCE/PCCE CC Connector application.
- Application Server IP Address should be static

- Application server should be in the same enterprise network in which Cisco IP Phones, Cisco UCCE/PCCE setup along with Cisco Finesse Server are deployed
- The User's PC/Laptop accessing the CRM should be in the same enterprise network where the application server , Cisco Finesse ,Cisco IP Phones is present
- Application Server H/W Configuration ( to be provided by client/SI)
  - Intel Xeon Quad Core 2.3 +, HDD 70 GB+
  - VMware supported
  - RAM : 16 GB
- Software requirements
  - OS : CentOS Linux Version 7.7 / Linux Red Hat Enterprise 7.7
  - JAVA JRE 1.8
  - Tomcat 8.5
- Web browsers on Agent Desktop
  - Browsers on Agent's Windows PC (OS: Win 7/ Win 8 / Win 10)
  - IE 10+, Firefox 11+, Chrome 16+
  - Note: Browser versions should support web socket connection



## D. Specific exclusions

- Any application features and functionalities not specifically mentioned in this document
- Application HA

For further details please contact **PARSEC TELESYSTEMS** at [info@parsec-tech.com](mailto:info@parsec-tech.com)