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

⮝ INCOMMING 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 64 Bit

VMware supported

Application server IP Address should be static

⚜ Cisco CUCM details

- CUCM versions supported : 10.x ,11.x,12

- All Cisco IP Phones to be supported by the application should support CTI