

servicenow

PARSEC
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- 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
- ServiceNow 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, Conference etc.

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ServiceNow on Cloud

HTTPS

HTTP/HTTPS

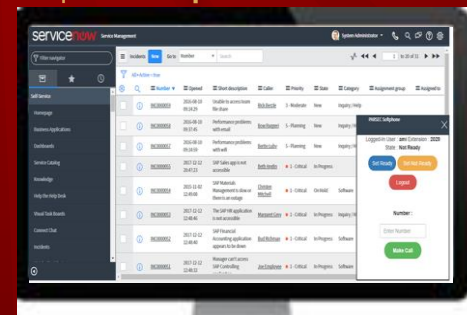
Cisco API



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MARS ServiceNow UCCX/UCCE Connector

SIP/SCCP



Contact Center Agent with ServiceNow



- 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 ServiceNow
- Agent logged-in duration

The screenshot shows the ServiceNow interface with a list of incidents. A 'PARSEC Softphone' login window is overlaid on the right side. The login window contains the following fields and buttons:

- Login ID: ami
- Password: [masked]
- Agent DN: 2029
- Login button

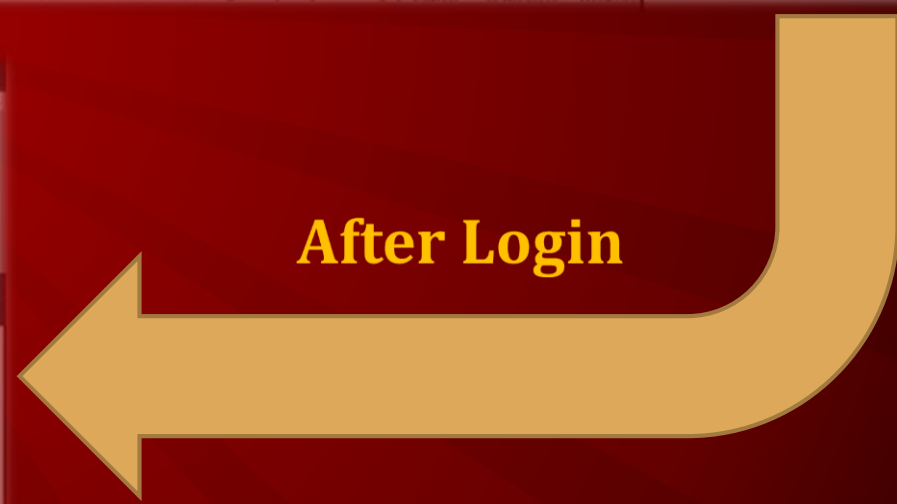
The incident list in the background includes the following data:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to
INC0000059	2016-08-10 09:14:29	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help		
INC0000058	2016-08-10 09:37:45	Performance problems with email	Bow Buggerl	5 - Planning	New	Inquiry / Help		
INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help		
INC0000055	2017-12-12 20:47:23	SAP Sales app is not accessible	Beth Anglin	1 - Critical	In Progress			
INC0000054	2015-11-02 12:49:08	SAP Materials Management is slow or there is an outage	Christen Mitchell	1 - Critical	On Hold	Software		
INC0000053	2017-12-12 12:48:46	The SAP HR application is not accessible	Margaret Grey	1 - Critical	In Progress	Inquiry / Help		
INC0000052	2017-12-12 12:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software		
INC0000051	2017-12-12 12:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software		

This screenshot shows the same ServiceNow interface as above, but with a 'PARSEC Softphone' state change window overlaid. The window displays the following information:

- Logged-In User: ami Extension: 2029
- State: Not Ready
- Buttons: Set Ready, Set Not Ready, Logout
- Number field: Enter Number
- Make Call button

After Login



➤ Screen-pop On Inbound Call

➤ On Inbound Call, requested incident will be opened automatically

➤ Agent can answer call from ServiceNow screen

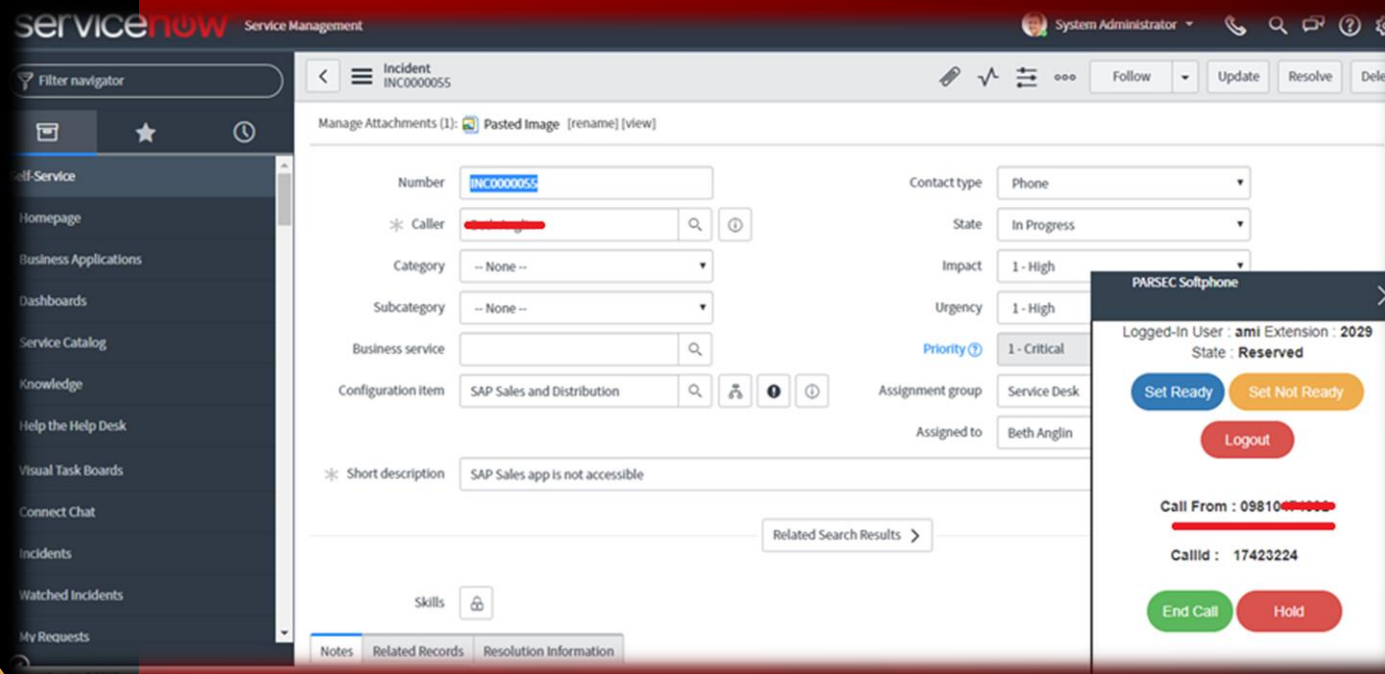
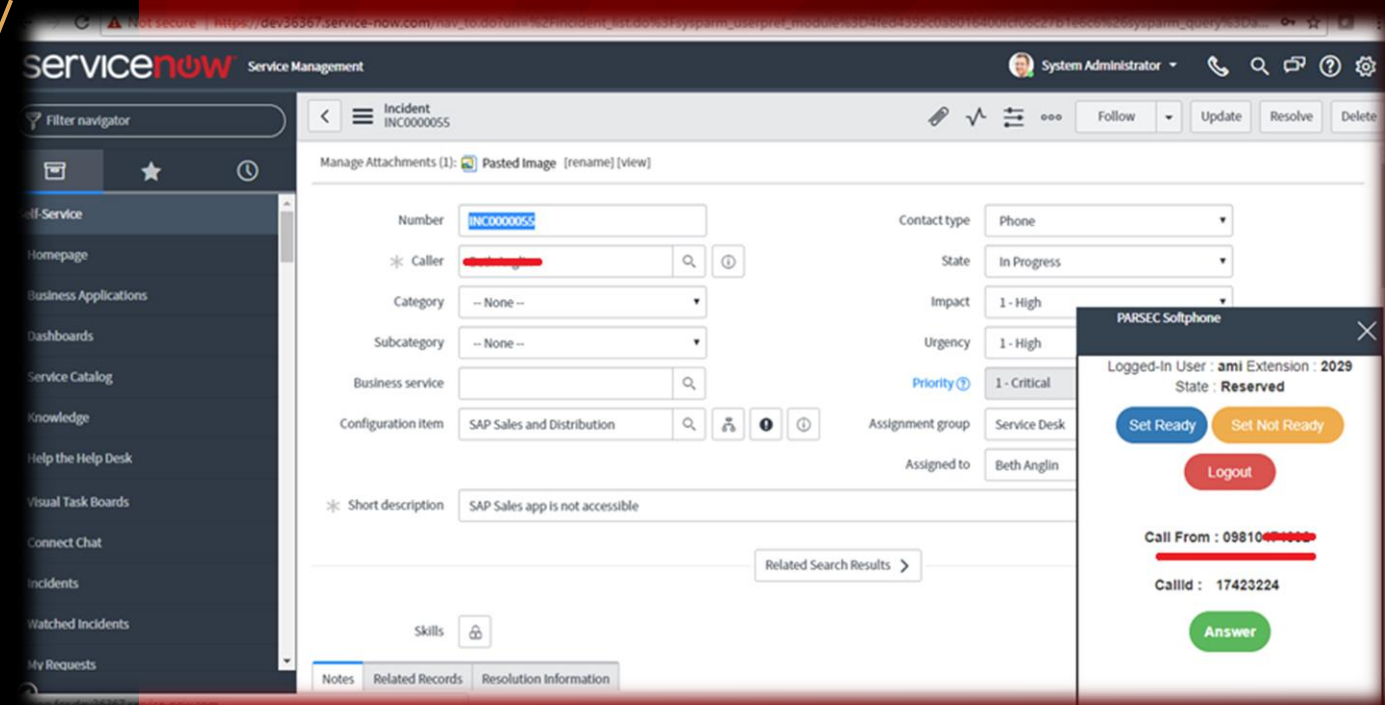
➤ Hold/Resume & disconnect call

➤ Call duration

➤ All CVP/IP-IVR collected data in ServiceNow

➤ Transfer, Conference and other customer requested features

➤ After call, activity/task will be created in ServiceNow. Additional data can be stored as per customer requirements



➤ Outbound call – Clickk2Dial

➤ In case of multiple number, pop-up will show customer's all numbers

➤ On clicking any number outbound call will be initiated

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

➤ In case of single number, call will be initiated in one click

➤ After call, activity/task will be created in ServiceNow.

