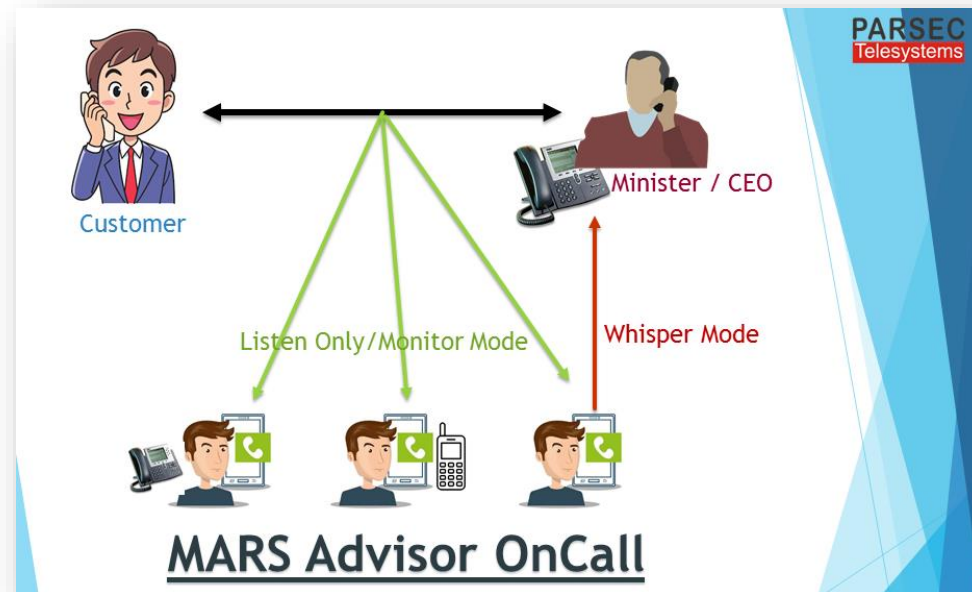


MARS Advisor OnCall

MARS Advisor OnCall for Cisco CUCM is a Cisco IP Phone based application which enables enterprise user (Ministers/CEO/Head of Departments) to have one or many specialist/advisor on call in a whisper mode when you are in a teleconference with your customer.



- ❖ There can be multiple advisors at a time in the conference in monitor/listen only mode but only one advisor can be in whisper mode at a time.
- ❖ All the advisors can listen to what Customer and Minister are speaking.
- ❖ Customer can hear only what minister is speaking.
- ❖ Conference owner can hear what Customer and requested advisor (selected by minister) are speaking.
- ❖ The conference owner will have the option to change the advisor to hear to in the active conference by selecting the advisor's name/number in the application in the IP Phone
- ❖ The advisors can be present in this call using his desk Cisco IP Phone or in his mobile phone/PSTN

Application Benefits

- The advisor can assist you on the fly as he would be present in the teleconference and can hear the complete conversation between you and your customer.
- The advisor can assist you by providing vital information/statistics during the conference call.

- The advisor can assist you by providing you with answers to unexpected questions asked by your customer during the conference call.
- The advisor can point out any wrong commitments made in the conversation and thus helping you out in rectifying the case then and there itself which might be difficult to do so at a later stage of time.
- Having your advisor on the call can help to cut down time and take correct decisions
- The advisors can be present in the call from any global location

| Supporting Hardware & Software: | | |
|--|----------------------------|---|
| 1. | CUCM Supported | 9.x,10.x,11.x |
| 2. | Phones supported | 7970,7971,7975,6921,6961,7940/41/42/45,7960/61/62/65,7861,8841,8851, 8861 8941, 8945 8961, 9951, 9971,'7921,7925,6941,8831,IP Communicator For other phone models please contact Parsec. |
| 3. | Application Server Details | Intel Xeon Quad Core 2.3 + RAM : 8 GB+,HDD : 70 GB+ Windows Server 2012 R2 64 Bit VMware supported |