

MARS CUCM Wallboard

Parsec's MARS CUCM Wall Board integrates with Cisco CUCM.

The application does not require a contact center UCCX or UCCE.

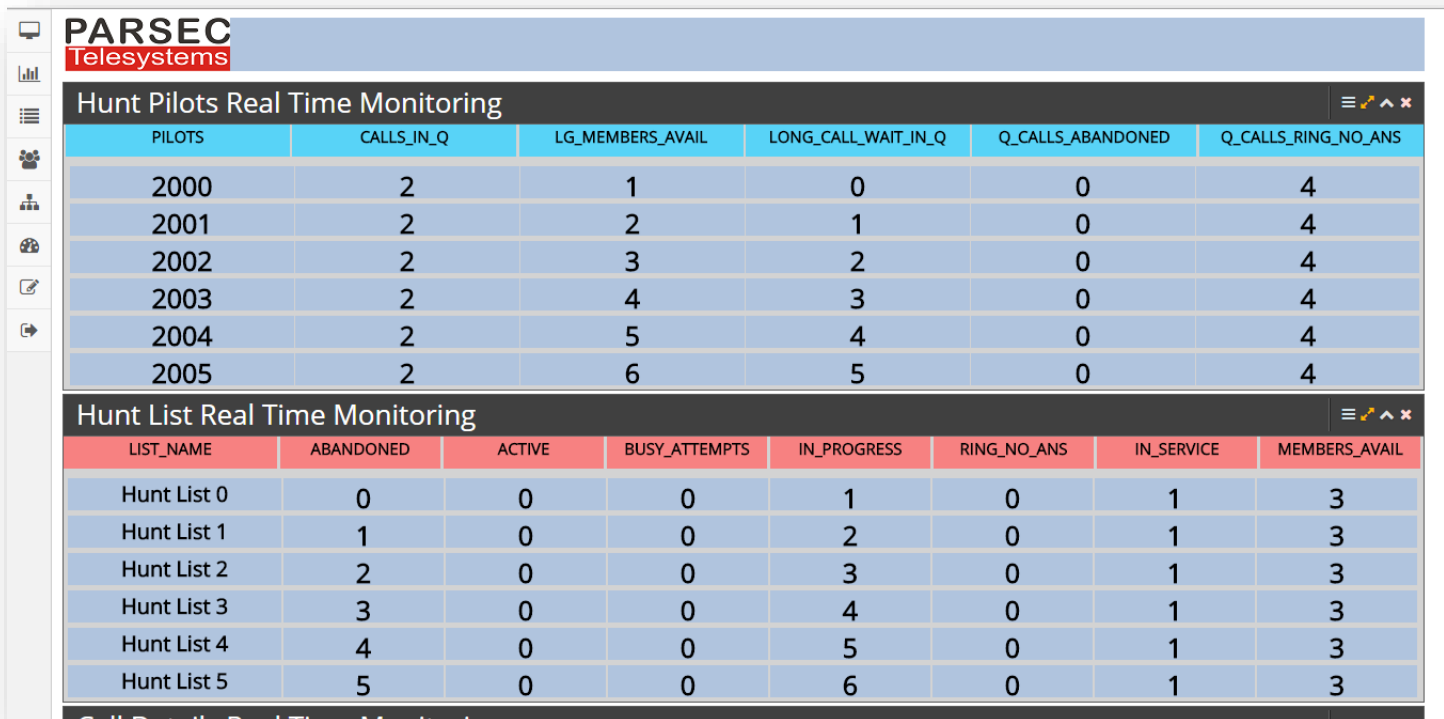
If calls are queued at CUCM's Hunt Pilot/Hunt List and routed to agent/s based on configured routing logic then MARS CUCM Wallboard displays the Hunt Pilot/Hunt List statistics and Agent Phone status (Idle/Busy)

View Hunt Pilots real time statistics

View Hunt Lists real time statics

View user/agent extension real time statics (Idle/Busy)

View PRI line real time statics (Gateway should be configured as MGCP)



The screenshot displays the PARSEC Telesystems interface with two main monitoring sections:

Hunt Pilots Real Time Monitoring

PILOTS	CALLS_IN_Q	LG_MEMBERS_AVAIL	LONG_CALL_WAIT_IN_Q	Q_CALLS_ABANDONED	Q_CALLS_RING_NO_ANS
2000	2	1	0	0	4
2001	2	2	1	0	4
2002	2	3	2	0	4
2003	2	4	3	0	4
2004	2	5	4	0	4
2005	2	6	5	0	4

Hunt List Real Time Monitoring

LIST_NAME	ABANDONED	ACTIVE	BUSY_ATTEMPTS	IN_PROGRESS	RING_NO_ANS	IN_SERVICE	MEMBERS_AVAIL
Hunt List 0	0	0	0	1	0	1	3
Hunt List 1	1	0	0	2	0	1	3
Hunt List 2	2	0	0	3	0	1	3
Hunt List 3	3	0	0	4	0	1	3
Hunt List 4	4	0	0	5	0	1	3
Hunt List 5	5	0	0	6	0	1	3

PARSEC Telesystems

Hunt Pilots Real Time Monitoring

PILOTS	CALLS_IN_Q	LG_MEMBERS_AVAIL	LONG_CALL_WAIT_IN_Q	Q_CALLS_ABANDONED	Q_CALLS_RING_NO_ANS

Hunt List Real Time Monitoring

LIST_NAME	ABANDONED	ACTIVE	BUSY_ATTEMPTS	IN_PROGRESS	RING_NO_ANS	IN_SERVICE	MEMBERS_AVAIL

Call Details Real Time Monitoring

2000	2014	2024	2025	2026	2029
2053	2061	2065	2077	2088	2105
2106	2119	2120	2122	2128	2129

Hunt List Real Time Monitoring

LIST_NAME	ABANDONED	ACTIVE	BUSY_ATTEMPTS	IN_PROGRESS	RING_NO_ANS	IN_SERVICE	MEMBERS_AVAIL

Call Details Real Time Monitoring

2000	2014	2024	2025	2026	2029
2053	2061	2065	2077	 2088 2132	2105
2106	2119	2120	2122	2128	2129
 2131 09899110604	 2132 2088	2133	2134	2135	3444

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Hunt List 0	0	0	0	1	0	1	3
Hunt List 1	1	0	0	2	0	1	3
Hunt List 2	2	0	0	3	0	1	3
Hunt List 3	3	0	0	4	0	1	3
Hunt List 4	4	0	0	5	0	1	3
Hunt List 5	5	0	0	6	0	1	3

Call Details Real Time Monitoring

2000 2014

2053 2061

2106 2119 2120 2122

2131 2132 2133 2134 2135 3444

2026 2029

2088 2105

2132

Filter DNs

Select DN

IDLE DNs

RINGING DNs

BUSY DNs

Filter Cancel

PARSEC
Telesystems

PRI Status Details Real Time Monitoring

Channel 1	0	Channel 2	0	Channel 3	0	Channel 4	0	Channel 5	0	Channel 6	0
Channel 7	0	Channel 8	0	Channel 9	1	Channel 10	0	Channel 11	0	Channel 12	0
Channel 13	0	Channel 14	0	Channel 15	0	Channel 16	0	Channel 17	2	Channel 18	0
Channel 19	0	Channel 20	0	Channel 21	0	Channel 22	0	Channel 23	0	Channel 24	0
Channel 25	1	Channel 26	0	Channel 27	1	Channel 28	0	Channel 29	0	Channel 30	0
Channel 31	0										

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