

MARS Express Auto Answer application software

For Cisco CUCM UCCX / UCCE based Contact Centers

REQUIREMENT

There is a need for nearly instant connect of outbound campaign calls offered to agents for call center performance compliance and reducing customer impatience/hang-ups

DESCRIPTION

In an outbound call center/contact center, call center agents make outgoing calls to prospects or existing customers.

Contact Centers deploy automatic dialers which dials out calls and once the call is answered by the customers, the call is transferred to an available agent. The transferred call is answered by the agent and conversation takes place between the customer and agent.

It is vitally important that this time taken should be minimum and should meet the *Call Connect Time Compliance* for the dialer application to connect to an available agent after the call is picked up by the customer.

Parsec's MARS Auto Answer application automatically answers the incoming call to agent with a very minute delay with an audio notification. The audio notification helps the agent to be prepared before talking to the customer.

The delay (in milliseconds) before auto answer is configurable in the application

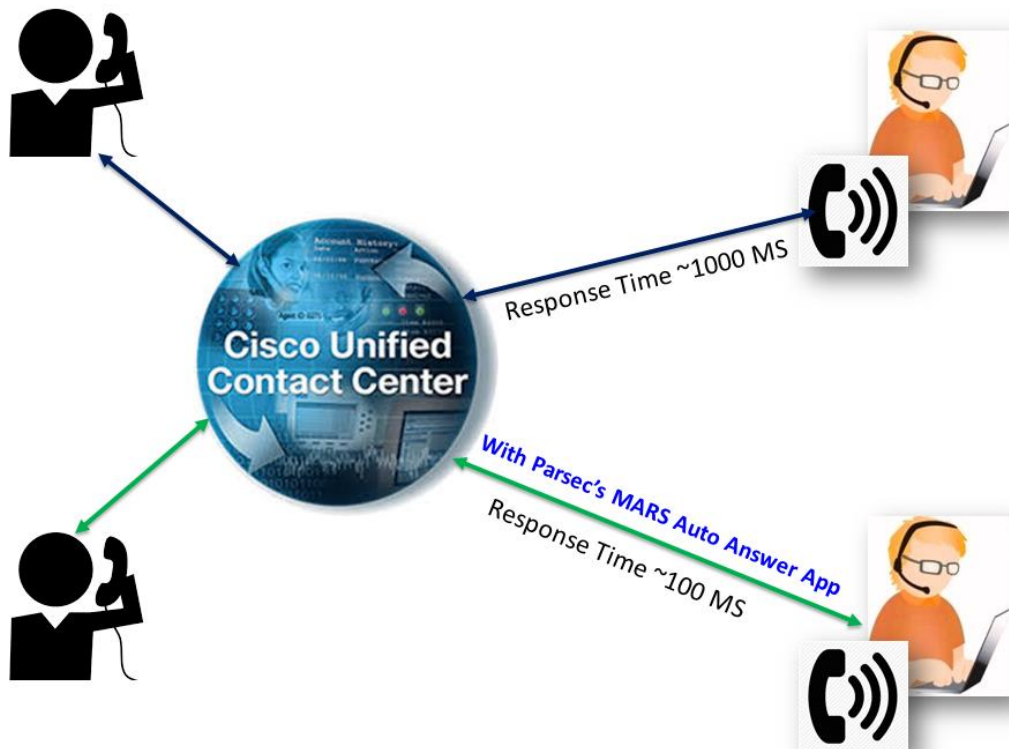
It is configurable in the application to Auto answer all incoming calls (Internal & external) OR auto answer External calls only

The application allows calls routed to agents to be answered in a fraction of a second, thus leading to

- ✓ **Increased agent performance**
- ✓ **Decrease in call drops**
- ✓ **Better customer experience as there is reduction in silence period (Time of call being answered by client to hearing a live agent voice)**

The minimum time that can be configured in Cisco Contact Center (UCCX/UCCE) to automatically answer a call transferred by the dialer to an agent's Cisco IP Phone is approx. **1000 Millisecond** (i.e. 1.0 Second).

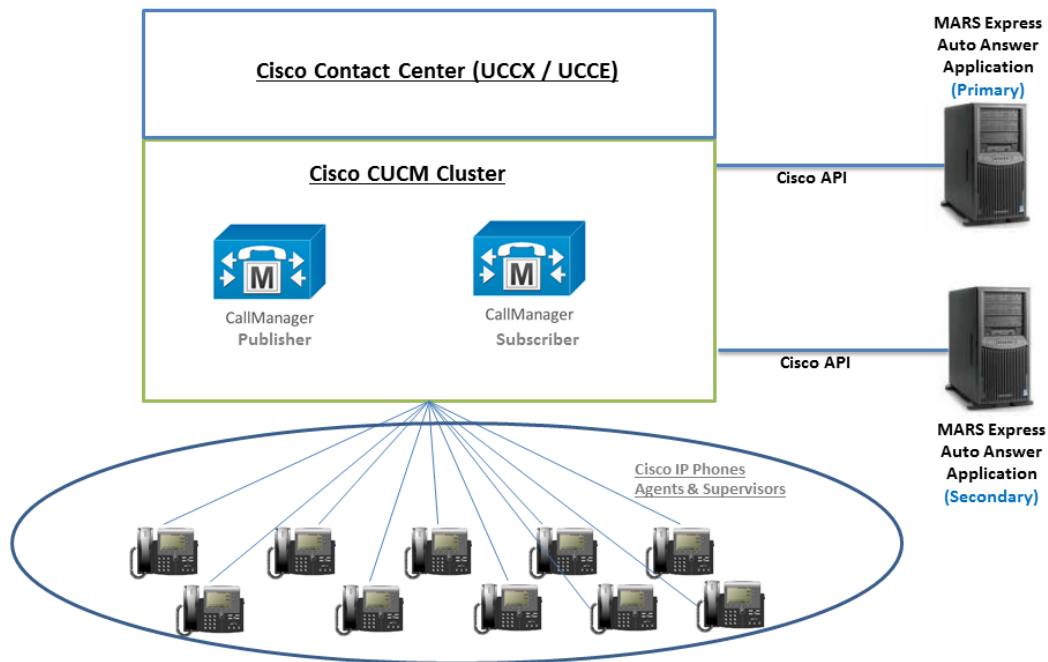
Parsec's application enables a Cisco Contact center to reduce the overall call connect time, by automatically answering a call transferred by the dialer to an agent's Cisco Phone in < 100 Milliseconds (i.e. < 0.1 second)



A reduced call connect time gives a better customer experience and also helps to meet the *Call Connect Time Compliance* set for Contact Centers.

The application integrates with Cisco Call Manager and monitors the calls on the devices using Cisco exposed APIs for 3rd party application developers. Based on the data received from Cisco Call manager the application triggers auto answer call action whenever a call lands on the Cisco IP Phone.

The application does not affect the call flow or any call recording solution in the contact center setup.



Parsec's application will reside in an independent windows based server.

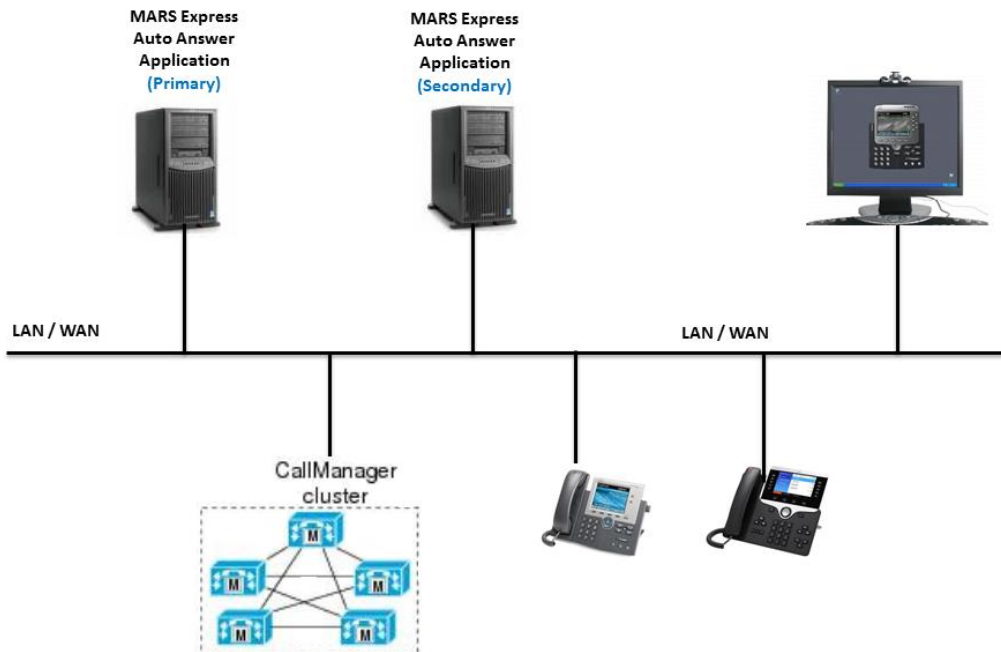
The application server/s should be in the same enterprise network in which the CUCM & Cisco IP phones are present.

Application High Availability

The application will be installed and configured on 2 application servers (Primary & Secondary)

Both the application server will be configured to stay in an active-active state.

If the primary application server goes down then the secondary application server will function automatically.



Supporting Hardware & Software:		
1.	CUCM Supported	V 9.x,10.1,10.5,11,11.5,BE 6000,BE 7000
2.	Phones supported	Cisco IP Phone 7940,7942,7960,7961,CIPC ,8841, 8851, 8861 8941, 8945 8961, 9951, 9971 (Please check with Parsec for other phone models) Phone models should support Cisco JTAPI
3.	Application Server Details (To be provided by client/SI)	Intel Xeon Quad Core 2.3 + RAM : 8 GB+ ,HDD : 70 GB+ Windows Server 2012 R2 64 Bit VMware supported

ABOUT PARSEC

Parsec is a reputed and established **PREFERRED SOLUTION PARTNER** for Cisco's collaboration business group. PARSEC's offerings include off-the-shelf applications and also bespoke application integration services for Cisco UC and contact centers.

For further details please mail to info@parsec-tech.com