

MARS Finesse Gadgets

For Cisco Contact Center

a. MARS Chat Gadget

- ✓ Agent to agent chat ,Agent to supervisor chat ,Supervisor to agent chat
- ✓ Supervisor can broadcast a message to a group of selected agents (Team)

b. MARS Supervisor Alert Gadget

- ✓ Notify Supervisor with list of agents whose "Not Ready" status time has reached the set threshold value
- ✓ Notify Supervisor if there are no agents available for the queue with "Ready" status for more than the set threshold time
- ✓ Notify Supervisor if agent's "Talking" status time has reached the set threshold value
- ✓ Notify Supervisor if total calls in Queue have reached the set threshold value
- ✓ Notify Supervisor if wait time for a call in the Queue have reached the set threshold time
- ✓ Notify Supervisor if an Agent has missed a call offered

c. MARS Agent Alert Gadget

- ✓ Alert Agent if calls in Queue have reached configured threshold
- ✓ Alert Agent if agent "Not Ready" status exceeds x minutes
- ✓ Alert Agent on logout attempt if there are calls in queue
- ✓ Alert Agent if the current call exceeds X minutes

d. MARS Screen Pop Gadget

e. MARS Abandon Call List Gadget

- ✓ It enables the supervisor or the agent to see the list of abandoned calls in queue.
- ✓ The Agent/Supervisor can select the number to dial the callers/customers who were not served.

f. Agent Speed Dial Gadget

- ✓ Application administrator can configure list of Speed Dials for Agents. Following can be configured for each speed dial number
- ✓ If agent has an active call, the call will be Blind Transferred/hot transferred to the speed dial no
- ✓ If agent does not have an active call then a new call will be dialed to the speed dial no
- ✓ Transfer call to a Skill Group DN