MARS Multiparty Monitoring

MARS Multiparty Monitoring for Cisco CUCM enables multiple users to silently listen/monitor a user's Cisco Phone DN concurrently using their Cisco IP Phone without the need for a desktop application.

The application does not require the use of Cisco UCCX.

Currently Cisco CUCM & Cisco UCCX allows only single party monitoring at a time i.e. one user (Phone DN) can be monitored by only one supervisor at a time.

MARS Multiparty Silent Monitoring Application use cases

CASE 1: Multiple PA/Advisors to senior executives (Example President/MD/CEO) need to listen the shared line DN of the senior executive in order to take down notes of the ongoing conversation.

All PA/Advisors will have shared line DN of Sr. Executive in his/her respective Cisco IP Phone so that whenever Sr. Executive receives/dials a call the executives are notified.

When the Sr. Executive's phone is busy PA/Advisors phone's shared line light will be on (this is a Cisco CUCM feature to be configured in the Cisco Call Manager).

The PA/Advisors can start monitoring that call anytime by pressing the Multiparty Monitor application service configured on line button or from the services option.

PA/Advisors will hear the voice of the senior executive and the other party to whom the senior executive is talking to.

Senior executive and the other party won't hear the voice of the PA/Advisors.

To stop monitoring, PA/Advisors will disconnect the call/go on hook.

CASE 2: Multiple supervisors/QA persons can concurrently silently monitor a call center executive's ongoing call at the same time.
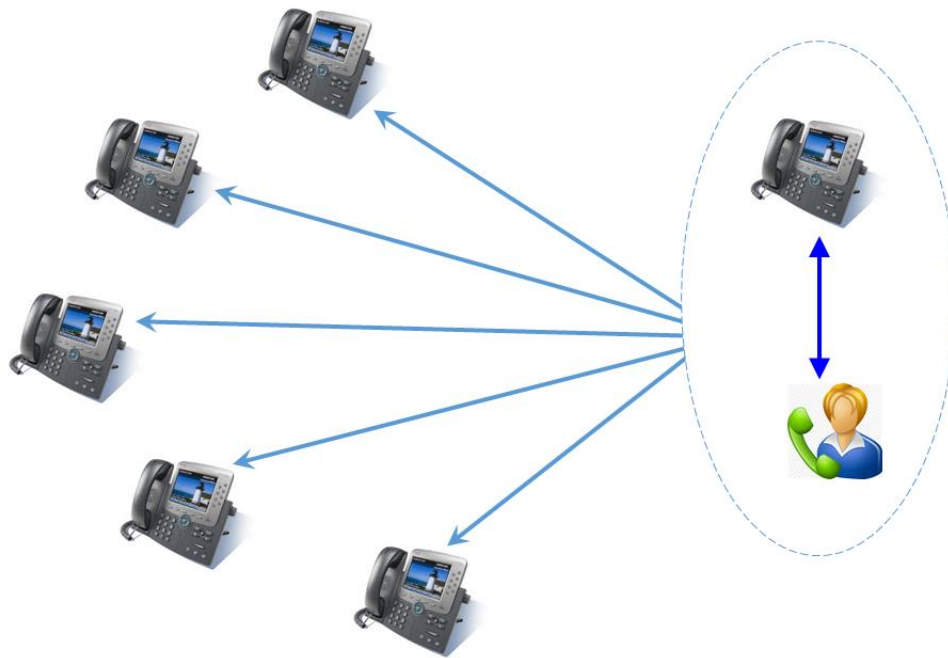
PA / Executive DN

President's BLF

Monitor application service

The monitoring application will be configured in a line button next to the Senior Executive's DN BLF line in the PA's Cisco IP Phone.

When the Executive's DN is busy the related BLF line will be activated in the PA's phone.

The PA can start monitoring and take notes of the conversation by pressing the monitoring application service configured next to the Executive's DN BLF.

To stop the monitoring the PA needs to disconnect the active call in the PA's phone

Supporting Hardware & Software:		
1.	CUCM Supported	8.x,9.x,10.x,11,x,BE 6000,BE 7000x
2.	Phones supported	7861,7940, 7941,7942G,7945, 7960, 7961, 7962,797x, 89xx, 99xx,IP Communicator. For other phone models please contact Parsec. Cisco IP Phone to be monitored should support BIB (built in bridge)
3.	Application Server Details	Intel Xeon Quad Core 2.3 + RAM : 8 GB+,HDD : 70 GB+ Windows Server 2008 R2 64 Bit /Windows Server 2012 R2 64 Bit VMware supported