

MARS Silent Monitor & Coaching Application

For Cisco Call Manager

Contact centers are required to assure the quality of customer service their agents provide to callers. To provide assurance of quality, the ability to monitor the agent-customer conversations and talk in whisper mode to the agent in between calls is critical to call center business.

Parsec's **MARS Silent Monitor & Whisper-Coaching application** for Cisco Unified Communications Manager allows a supervisor to silently monitor & whisper/coach to a monitored agent during a conversation between an agent and a customer without the customer or agent knowing that he/she is being monitored.

Works with install bases having Cisco CUCM only
 Works with install bases having Cisco UCCX / Cisco UCCE

Application features

- ✓ Monitor all incoming Calls
- ✓ Monitor Campaign Dialer Calls
- ✓ Monitor manually dialed outbound calls ★
- ✓ Monitor Agent to Agent Call ★
- ✓ Whisper Coaching ★
- ✓ Continuous Monitoring feature ★
- ✓ Monitoring can be initiated via IP Phone service based application in the Cisco IP Phone ★
- ✓ Monitoring can be initiated via a web based UI
- ✓ Displays agent phone status (Offhook, Ringing, Busy)
- ✓ Supervisor can Monitor, Whisper-Coach agents using his Cisco mobile device 7925 IP Phone also. ★
- ✓ Application supports Cisco Jabber Windows Client also.

Highlights of Parsec's MARS Silent Monitor & Coaching application

SI No	Application Highlights
	Supervisor can start/stop monitor-coach an agent(phone) using a web based interface in his PC/laptop
	Supervisor can start/stop monitor an agent(phone) using a IP Phone service configured in the supervisor's desk phone To start monitor the supervisor will select the IP Phone application service and enter the agent's DN. To stop monitor the supervisor will disconnect the call on the supervisors phone
	Supervisor's phone & Agent phone will be configured in the application Application administration is done using a web based application admin interface

	<p>Multiple User Roles (User Role & Permitted functions)</p> <p>a) Application Administration</p> <ul style="list-style-type: none"> ✓ Super Admin : <i>Manage App Admin, System Admin, Agents, Supervisors, Group Supervisors, Agent Groups</i> ✓ App Admin : <i>Manage Agents, Supervisors, Group Supervisors, Agent Groups</i> ✓ System Admin : <i>Manage application configuration parameters</i> <p>b) Monitoring - Coaching</p> <ul style="list-style-type: none"> ✓ Supervisor : <i>Can monitor-coach agents configured to his group/s</i> ✓ Group Supervisor : <i>Can monitor-coach agents & supervisors configured to his group/s</i>
	<p>Each supervisor & agent is assigned to user groups. A supervisor & agent can belong to one or more groups. A supervisor can monitor agents assigned to his group only.</p>
	<p>The list of agents(phone numbers) will be displayed to the supervisor in the web based interface</p>
	<p>The supervisor can view the status of the agent call(On Call/Idle) in the web based UI</p>
	<p>Supervisor will select the agent whom he wants to monitor and then click the “Start ” button in the web based interface</p>
	<p>On start monitor action the Supervisor’s phone will receive an incoming call as the monitoring call</p>
	<p>To stop monitor supervisor will click the “Stop Button” button in the web based interface</p>
	<p>To monitor a 2nd agent supervisor will stop monitor the 1st agent(in case there is an active monitor in progress) in the web based interface</p>
	<p>During an ongoing monitor if the agent or customer disconnects the call the monitor will automatically stop</p>
	<p>During an active monitor of an agent call ,if agent puts a call on hold and then resumes call, monitor will continue working</p>
	<p>Supervisor can select the continuous monitor mode If supervisor selects an agent for continuous monitoring then that extension will be monitored continuously. If the Agent hang up and make a new call, the monitoring session will start automatically</p>
	<p>Group Supervisor can monitor both supervisors & agents assigned to his group</p>
	<p>Supports Cisco mobile device 7925 : Supervisor can monitor agents using his Cisco mobile device 7925 IP Phone</p>

OPTION 1: Monitor/Coach-Whisper using application web UI

PARSEC MARS APPLICATION SUITE **MARS Silent Monitoring & Coaching** Logout

Home

Password Change

Group Assigned

- > Group1
- > Group2
- > Group3
- > Group4



PARSEC MARS APPLICATION SUITE **MARS Silent Monitoring & Coaching** Logout

Home

Group Name

>>Group1

NoOfAgents: 15

Search Field: All DN Status Contains Search

Back

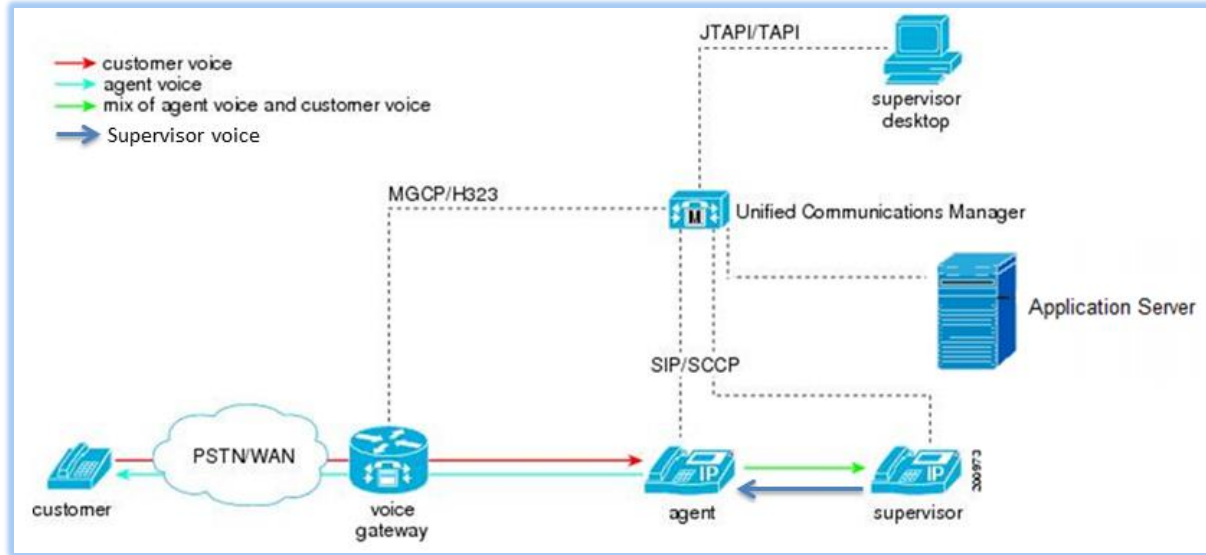
Call Monitoring In Progress Ag 2088 (DN :2088)

User ID	UserName	DN	DN Status	Supervisor Action	Supervisor Name	Continuous Monitoring
2000	2000 Supervisor	2000	Idle	Monitor		<input type="checkbox"/>
2115	2115 Supervisor	2115	Idle	Monitor		<input type="checkbox"/>
2122	2122 Agent	2122	Busy	Monitor		<input type="checkbox"/>
2124	2124 Agent	2124	Idle	Monitor		<input type="checkbox"/>
2035	Aasheesh vats	2035	Idle	Monitor		<input type="checkbox"/>
2088	Ag 2088	2088	Monitoring	Stop	Demo Grp Supervisor	<input type="checkbox"/>
2111agent	Agent Agent	2111	Idle	Monitor		<input type="checkbox"/>
2061	Agent Dell Laptop	2061	Idle	Monitor		<input type="checkbox"/>

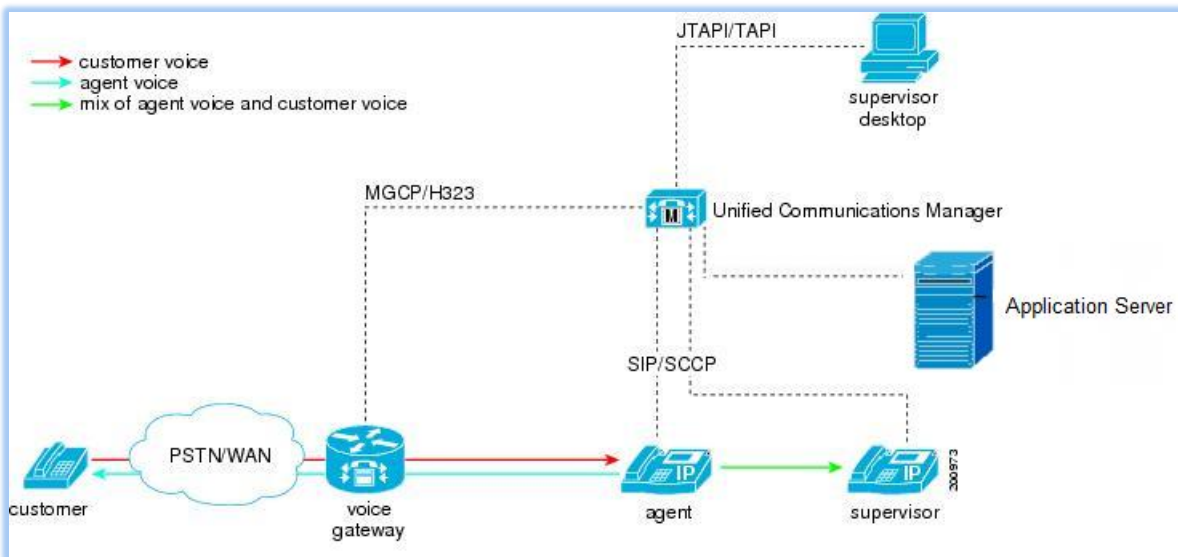
OPTION 2: Monitor/Coach-Whisper using a Cisco IP Phone



Silent Coach-Whisper Voice Streams



Silent Monitor Voice Streams



Supporting Hardware & Software:

1.	CUCM Supported	8.x,9.x,10.1,10.5,11.11.5,12,BE 6000,BE 7000
2.	Phones supported	6961, 6941,6921,7821,7841,7861,7941,7942, 7945,7961,7962,7965,7970,7971,7975, 8841, 8851, 8861, 8961, 9971, 9951, Jabber Windows Client v 10.5+ For other phone models please contact Parsec. The cisco IP Phones to be monitored should support BIB (Built In Bridge) & JTAPI feature in CUCM <u>Note:</u> <ul style="list-style-type: none"> ○ Cisco IP Communicator phone supports Monitor feature only ○ Jabber Windows Client can be configured to support Monitoring or Whisper but not both
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
4.	Supervisor Client PC OS & Web Browsers supported	3GHz Dual Core+ CPU, 2GB+ RAM OS: Win 7, Win 8 with Web Browser: IE 10+, Chrome 16+, Mozilla Firefox 5+, Safari 6+, Opera 12+