MARS Voice Recorder Connector for Cisco

Is your call/voice recording solution compatible with Cisco?

Parsec provides 3rd Party Voice Recorder integration services with Cisco CUCM / UCCX / UCCE.

Integrate with your existing call/voice recorder solution with Cisco CUCM/UCCX/UCCE to provide below features

- ❏ On Demand Recording : User can initiate call recording using his/her Cisco IP Phone
- ❏ 100 % recording : Record all the calls
- ❏ Record calls only for the group of users/agents configured in the application
- ❏ Contact Center agents can start recording using the Finesse Agent web interface
- ❏ Receive Cisco call related parameters for further processing of recorded file/MIS reports
- ❏ Receive Cisco call related parameters for internally transferred calls