MARS Cisco Contact Center Applications

1) MARS Agent Greeting for Cisco CUCM

MARS Agent Greeting application enables the Cisco CUCM to automatically play a prerecorded announcement once the agent/user is connected to the customer. The announcement/Agent Greeting is audible to both the agent and the customer. The greeting helps to keep the agent sounding fresh as they do not have to repeat common introductory lines to the customer on each call.

The application integrates with Cisco CUCM.The application works with/without Cisco UCCX.

This application does not require Cisco UCCE/CVP.

The application works for both inbound and outbound calls.

2) MARS Whisper Announcement to Agent for Cisco UCCX

MARS Whisper Announcement to agent application for Cisco UCCX.

The application provides the feature to play out a voice message (whisper), heard only by the agent, before the agent answers the incoming call.

The whisper announcement can be Queue/group information/Campaign Name played to the agent before connecting the caller to the agent.

The application integrates with Cisco CUCM & Cisco UCCX

This application does not require Cisco UCCE/CVP.

The application works for both inbound and outbound calls.

3) Hold all calls for a public announcement for Cisco CUCM

There are situations where an urgent public announcement needs to be made to the contact center agents.

At that time there may be many ongoing active calls with the agents.

For such situations using Parsec's application at a click of a button all the ongoing calls in the contact center will be put on hold.

After the completion of the public announcement the agents can manually resume the calls.