

Product Datasheet

Agent greeting



1 Agent greeting description

telisca Agent Greeting application is for Cisco UCM which automatically plays a prerecorded audio message for incoming and outgoing calls.

When a agent answers an incoming call an audio greeting message is played. This message is heard both by the calling party and the agent. The greeting can welcome the caller, identify the agent and include other useful information.

The greeting is played only if the call is answered by an agent and not by voicemail.

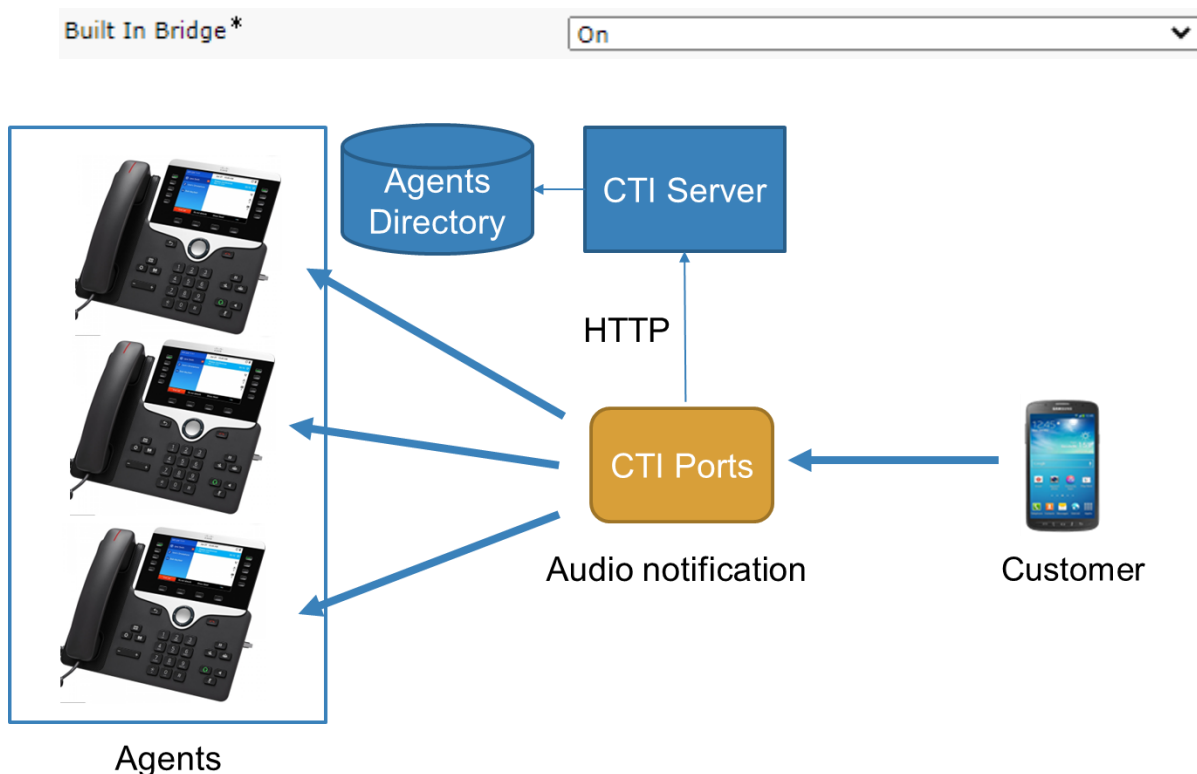
The audio message played can be personalised for each agent. This will be done from the telisca administration. The administrator can load an audio message or generate it by text to speech and associate it to the internal directory number of each agent.

An alternate audio message can be defined by the administrator for each agent, for outgoing calls as well. When a called party answers the audio message will be played and both called party and agent will hear the message.

1.1 How it works

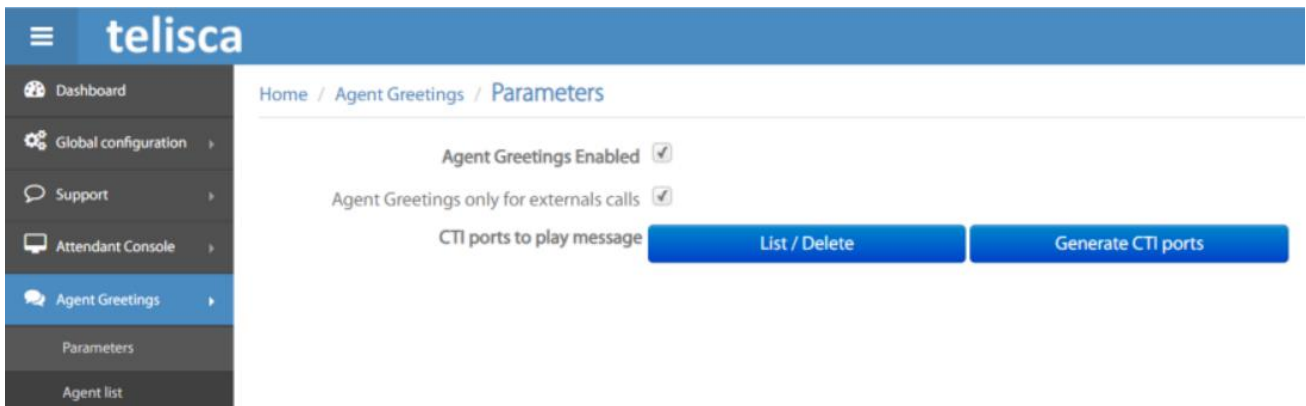
The agents' phones are monitored via CTI. On an incoming call, when the agent answers the call the media stream is added which created a virtual call to the audio server. The audio server answers and play the audio message associated to the agent number. At the end of the message the audio server drops the call. No conference call is created.

The solution is using the IP Phone Built-In-Bridge to add the medial stream. So the Built in Bridge must be enabled on all agents' phones and Privacy should be disabled.

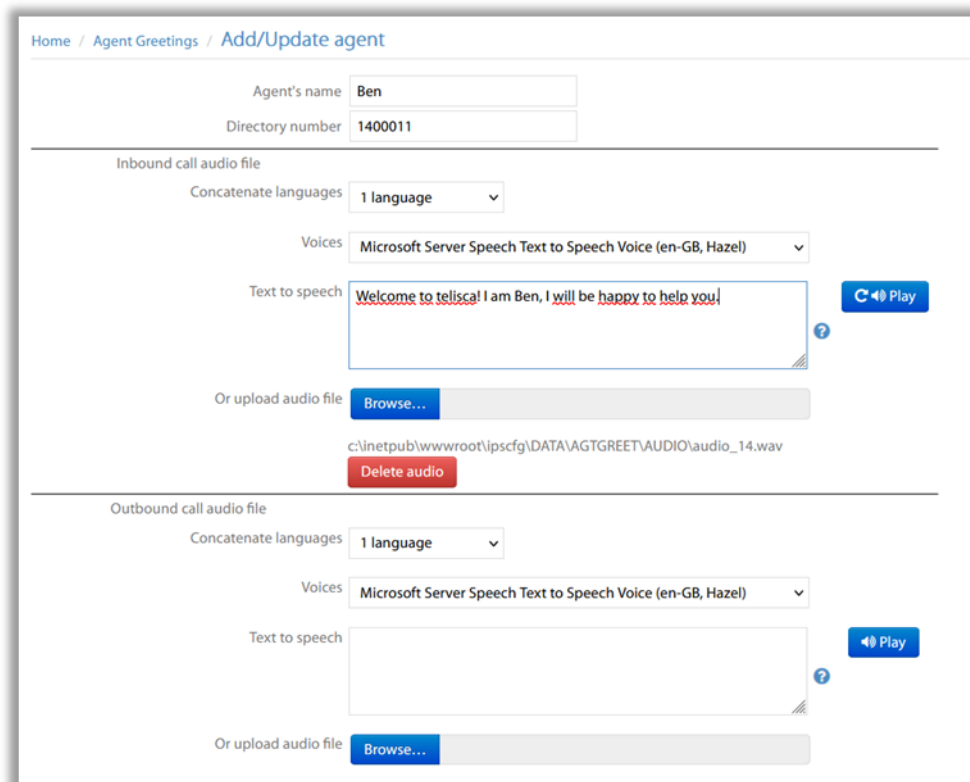
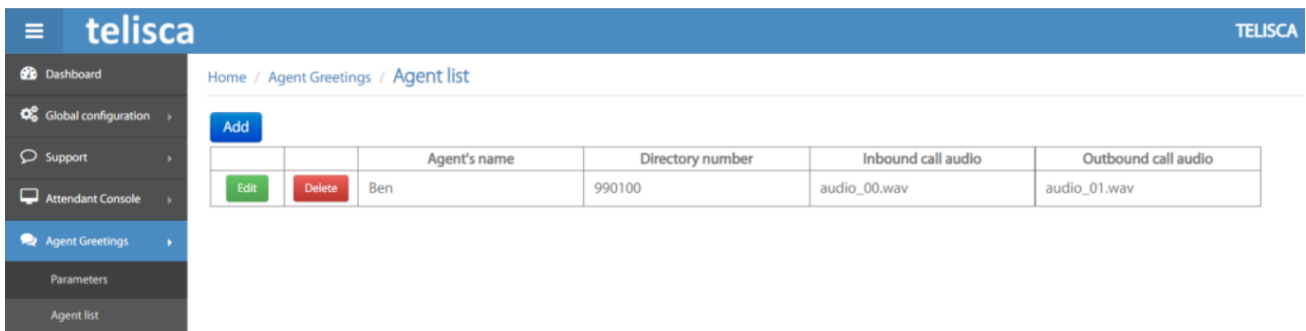


1.2 Administration

Like all other telisca applications, all the Agent greetings parameters can be modified live from a centralised web interface.



List of the agents and audio files assigned to them:



2 Requirements

2.1 Requirements

Supported Cisco CUCM and IP Phones:

- CUCM version 10.5, 11.5, 12, 12.5, 14, BE 6000, BE 7000

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 or 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard

Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk

Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E