PhoneUP apps

Applications bundle for Cisco UCM

aurus

CISCO Partner
Solution Partner

We develop software solutions for enterprise collaboration and contact centers

About

- since 2009
- 40 employees
- more than 1000 clients

UAE Aurus Computers Systems FZCO

USA Litescape Technologies, Inc

India Nirnaya Software Consultants

Cisco Solution Partner since 2015

Cisco Solution Partner

Aurus MOST PROMISING CISCO SOLUTION PROVIDERS 2020 Awarded by CIOReview

Portfolio

PhoneUP

Call Recording and Contact Center WFO

- Compliance recording for on-premise collaboration environment
- On-premise call recording for cloud communications
- Quality management for contact centers

RichCall

Live Video Channel for Visual CX

- Live video assistance for a website
- Online video showroom
- Visual support
- Video kiosk

Outbound

Outbound Dialer

- Mass employee notification
- Customer proactive engagement

Exclusively for Cisco on-premise collaboration

CMS+

Add-Ins for Cisco Meeting Server

- Advanced meeting scheduler
- Live meeting streaming
- Recordings portal
- Conference control tool

PhoneUP apps

Productivity apps for Cisco UCM

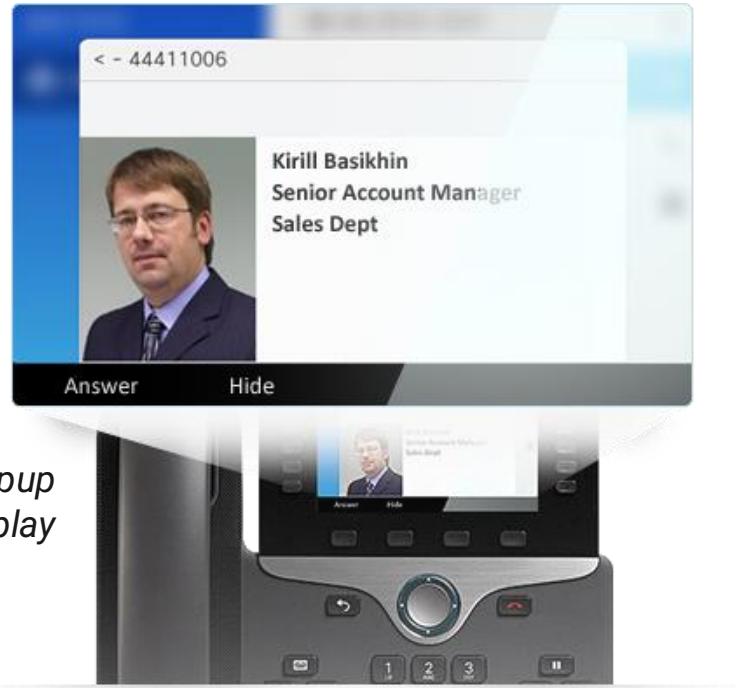
- Enterprise directory
- Attendant / Operator console
- Audio / Text paging
- Phone lock and EM SSO
- IP phone apps designer

Enterprise phone directory

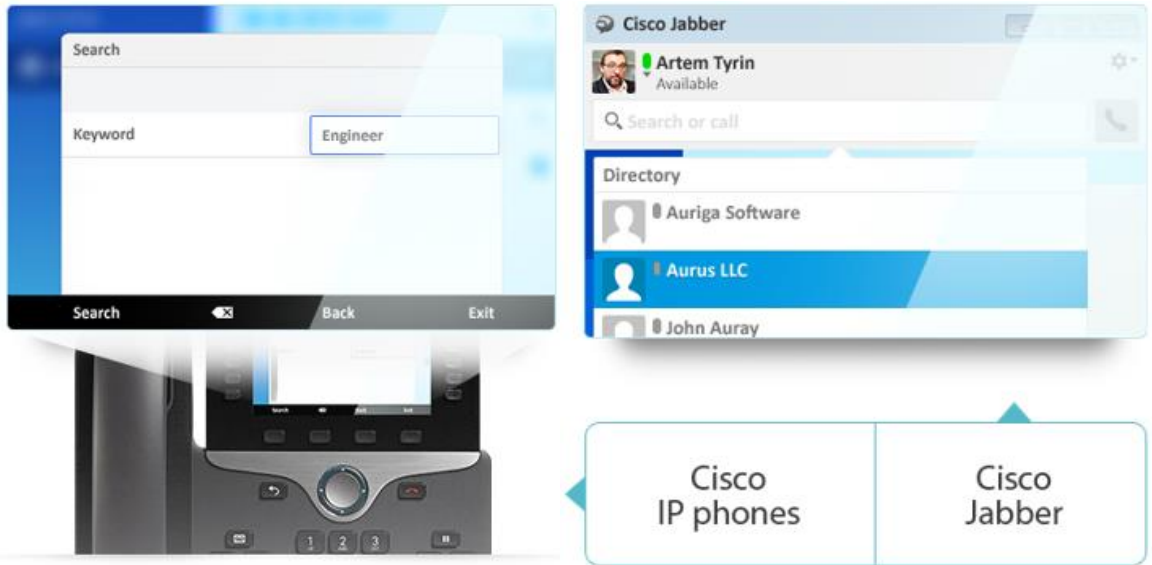
Customizable Caller ID for Cisco IP phones

Have your IP phone show the detailed info about your callers:

- employee photo, name and dept
- customer company name and account manager



Caller ID popup on Cisco IP phone display



Search global. Find quickly.

The Directory app integrates with multiple enterprise data sources and syncs contacts on schedule, thus providing you with a single interface to find any contact.

Attendant Console

3x faster call control

- fast contact search and Caller ID
- drag-n-drop UI for effective call control

Context-aware call dispatching

- presence indication
- caller's TOP-10 transfer destinations
- caller's interaction history
- shared comments to callers

Conference control

- create conference calls on the fly
- add/disconnect participants

Messaging

- messages to Cisco IP phones,
- emails

Text, voice and live audio paging

Broadcast live audio

Broadcast live audio-messages to groups of Cisco IP phones.

Just push a button on any IP phone, enter the PIN to authorize and start speaking.

Send text and pre-recorded audio

Send text and pre-recorded audio messages to Cisco IP phones.

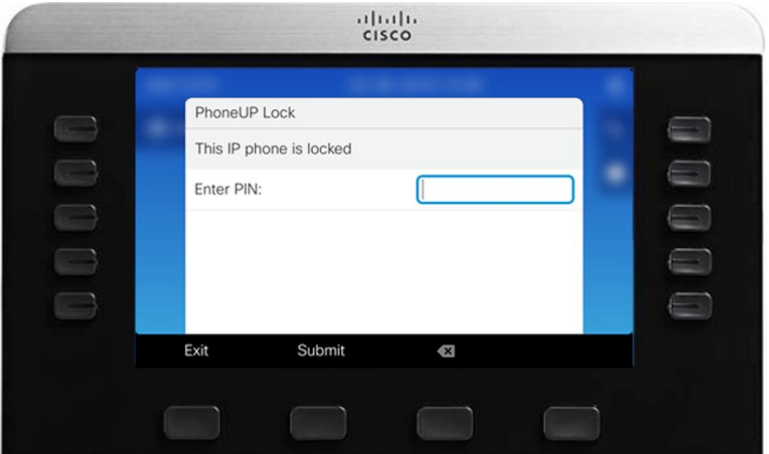
Reach on mobile with outbound calling and SMS.

Single sign-on for CUCM extension mobility

Login to your IP phone with Extension Mobility automatically when logging in to Windows.

Phone lock

When an employee leaves the workplace PhoneUP Apps automatically locks his/her IP phone:



The locked IP phone:

- disables long-distance calls,
- forbids access to personal data and call history,
- forwards incoming calls to mobile.

IP phone apps designer

Build your own apps for Cisco phones:

- configure the data source (CSV, SQL or XML) and define the update schedule;
- build an app and select IP phones to access it.

Integrate with IP cameras

- The streaming video is not supported on Cisco IP phones.
- But you can configure your phone to display a snapshot from an IP video camera and update it every 3 seconds.

Aurus clients worldwide

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PoC project

Apply for a demo-version and integrate PhoneUP with your infrastructure

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