PhoneUP

Call recording and contact center quality management

aurus

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

CISCO **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
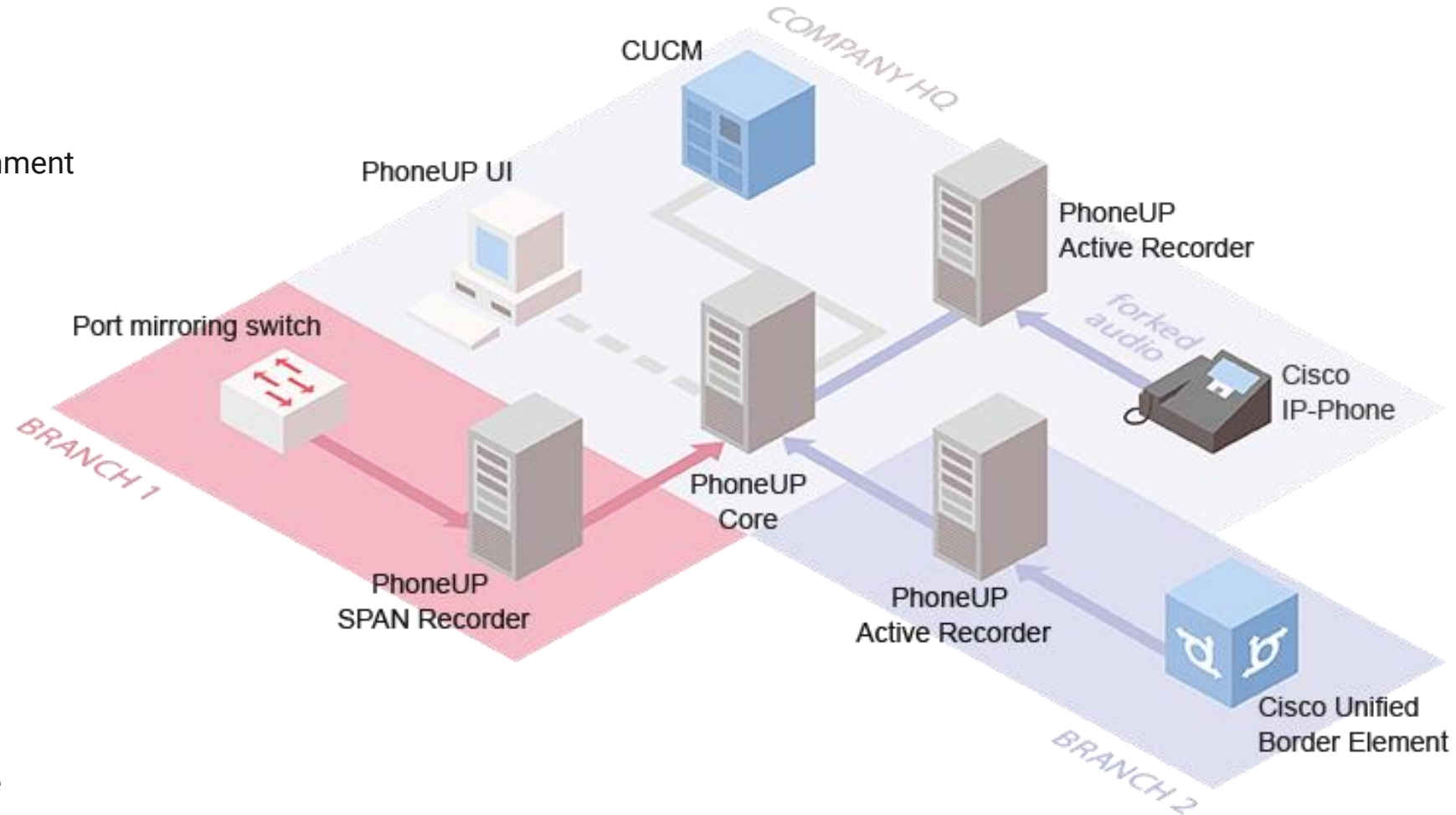- IP phone apps designer

Call recording

- Call recording in heterogeneous environment
  - SIPREC
  - SPAN/RSPAN
  - Cisco BiB / CUBE forking
  - Import recordings from 3rd party systems
  - SRTP support*
  - videocalls recording*
  - proprietary recording approaches

- Distributed HA deployment
  - multiple recorders
  - media lifecycle engine

- Unified search-and-play web-interface

COMPANY HQ

CUCM

PhoneUP UI

PhoneUP Active Recorder

Port mirroring switch

BRANCH 1

PhoneUP SPAN Recorder

PhoneUP Core

forked audio

Cisco IP-Phone

PhoneUP Active Recorder

Cisco Unified Border Element

BRANCH 2

* in the roadmap

Easy to use interfaces and integration

- Unified web-interface
  - search by user, client*, phone numbers;
  - filter builder*
  - configurable tags

- Multi-segment calls support

- Embedded player
  - speed and balance control
  - audio waves (separate for agent and client)
  - recording pause/resume

- Integration with 3rd party apps*
  - CRM
  - helpdesk systems

in the roadmap

Media lifecycle management

Configurable media lifecycles help you to utilize the storage effectively.

New recordings

- stored on a fast storage for quick access
- maximum quality (WAV)

Convert to MP3*

- to save the fast storage space

Move to "archive" storage

- slow storage with low user load

Export to an external NAS*

- for long-term retention without user access
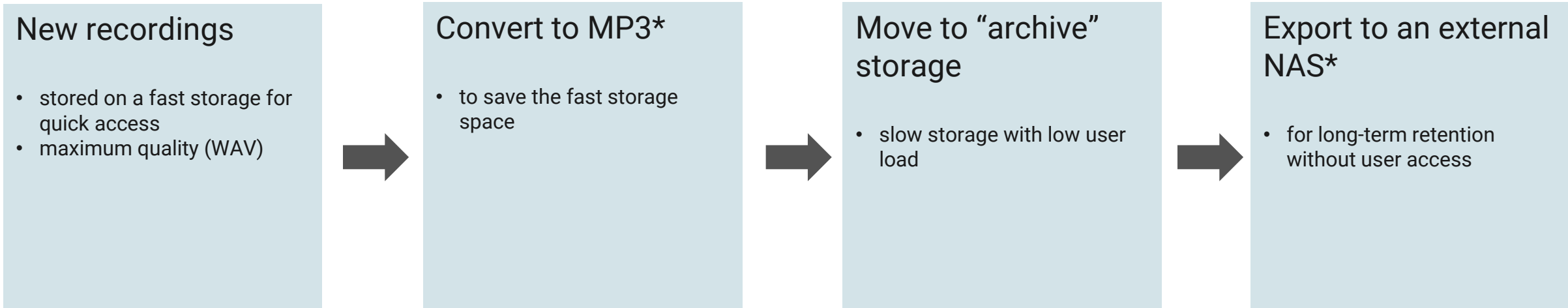
Separate life cycles can be created for different call types and user groups.

* in the roadmap

Maximum security

- Role-based access
  - create your own roles
  - define the operations allowed for each role
  - map groups to your company structure
- Audit log to track user activity
  identify who listened or downloaded a call
- Data encryption*
- OpenID Connect and SAML support*
- Special features
  Recording pause & resume*
  Recording watermarking*
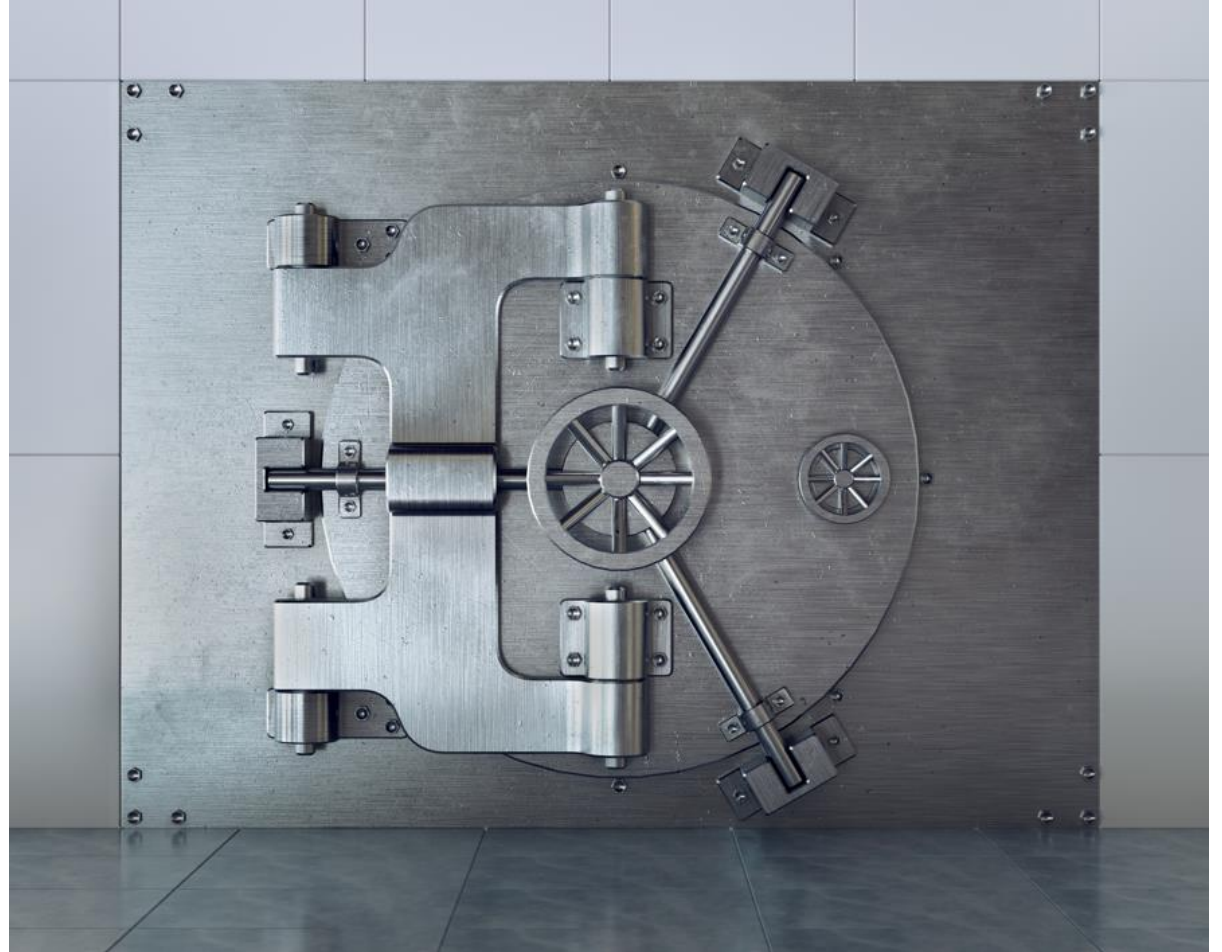
in the roadmap

Integrations

IP PBX

**Cisco UCM
Cisco Unified CME**

**Avaya CM
Avaya IP Office**

Other IP PBX

Contact center

**Cisco UCCX
Cisco UCCE**

**Avaya Aura*
Avaya IP Office***

SBC

Cisco Unified Border Element

Audiocodes SBC*

Avaya SBC*

in the roadmap

Screen recording and agent desktop analytics

- **Screen recording**
  - Configurable wrap-up time
  - Multiple displays support
  - VDI support

- **Agent desktop analysis**
  - the colored scale indicates which apps agent used throughout the call.
  - reporting – eg the most used app during the hold time *

in the roadmap

Configurable scorecards*

- questions of several types grouped in a sections

- configurable weights

- special scoring rules to override the typical value of question/section

- visibility rules to enable or disable question/section based on how a specific question is answered

Agent evaluation and training*

1. Reviews

- Select conversations (by users, groups, call duration etc)

- Create scheduled or adhoc reviews

- Use special features
  - scorecard calibration
  - conversation replacement

2. Interaction evaluation

- Listen and evaluate conversations
  - wave form + screen recording synchronized
  - agent desktop analytics
- Put your comments
  - things to maintain / support

Add Evaluation Report

AUDIO 3:40:43 — 3:42:30 PM

0   10   20   40   50   60   1:10   1:20   1:40   1:50   2:00   2:10   2:20   2:30   2:40   2:50

PAUSE   SPEED ×1   90%   Save audio ↓

Evaluation form

Agent   **Olivia Johnson**
Evaluator   **admin**
Evaluation form **Tech Support**

Call details   view details ›

Date   **Mar 1, 2021 · 09:55:12**
Duration   **admin**
From   **+16507599755** Olivia Johnson
To   **0015693620115**

GREETING

Did the agent say «Thank you fo calling?»   Yes No

Did the agent mention his/her name?   Yes No

Did the agent mention company name?   Yes No N / A

If the call was transferred did the agent adapt the greeting accordingly? Yes No N / A
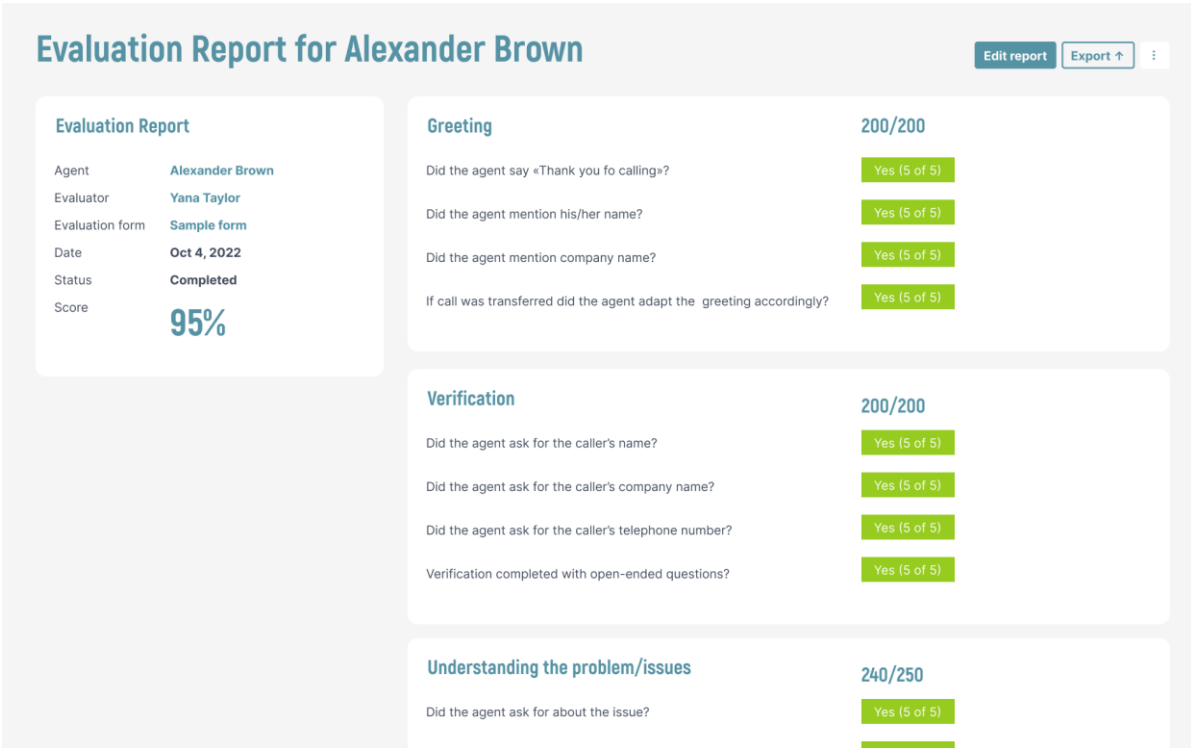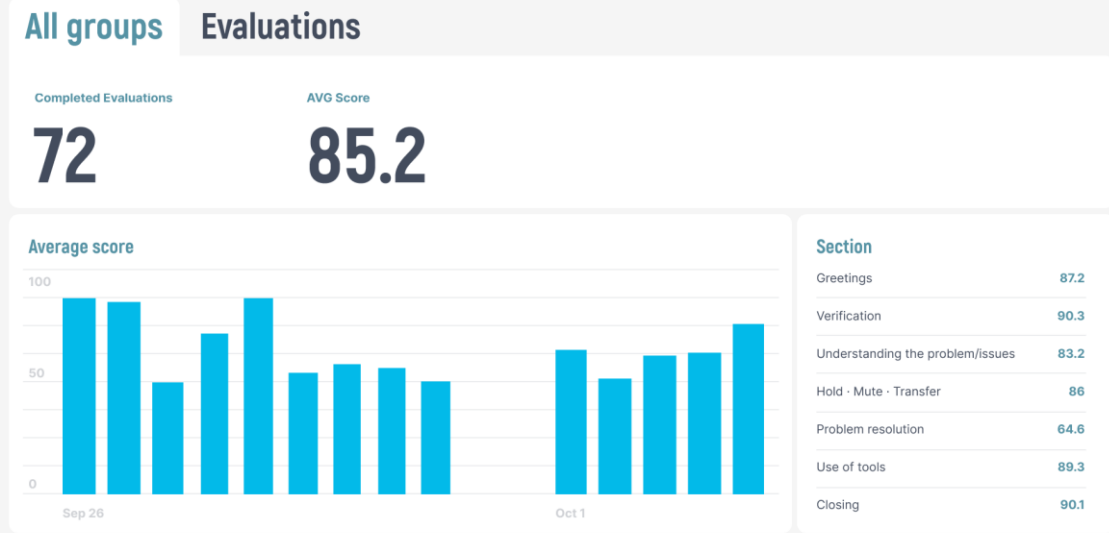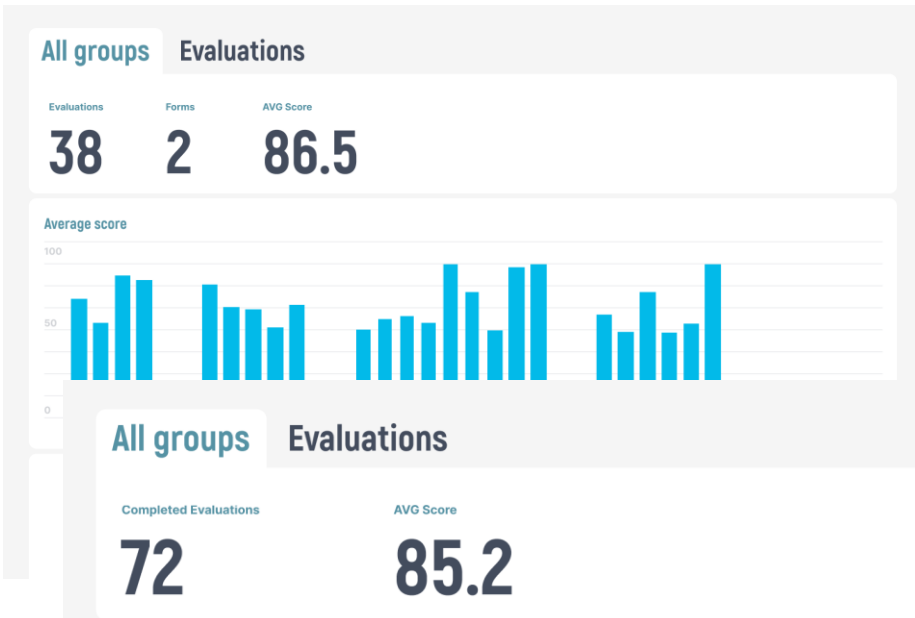
Comments

3. Agent feedback

- Provide feedback for agent along with training tasks

- Amend scores based on the agent feedback

Advanced reporting and dashboards*

Monitor your agent performance by teams and scorecards and compare scores with previous periods.

Speech analytics and AQM

Powered by
SESTEK

- full coverage

- intelligent forms

- historical scoring

- statistical comparison

- agent training
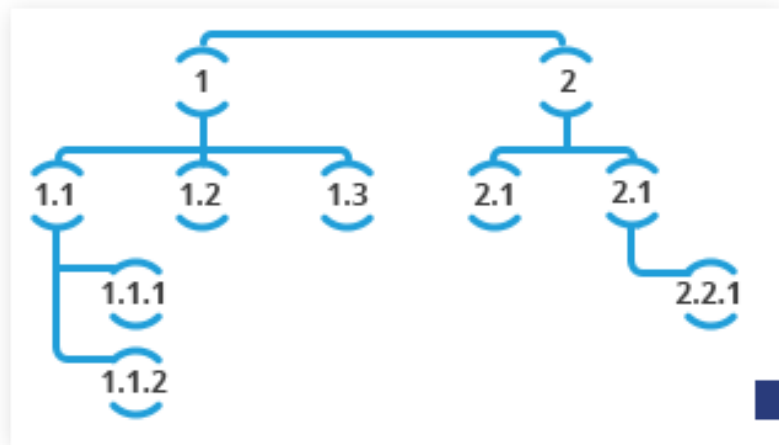
Silent monitoring and whisper coaching

A supervisor can view the calls of the team, listen to any call in real-time and speak to the agent without customer hearing.

Configure user access levels

View the calls of your team

Status ↑	Line	Participants	#
🟠	4352	+11235467887 (ACME)	🔍 📞
🟢	4367		
	4388		

Monitor and whisper

PhoneUP Priority

119 (James Holden) is talking to 756746536542 (ACME)

Correct   Monitor   Conf   Whishper

Biometric fraud prevention*

- The system allows you to manage the database of known fraudster voiceprints (the "blacklist").

- Each call to contact center is analyzed in real-time with embedded biometry engine.

- If a fraudster is identified, the system instantly alerts the agent and supervisor.

*in the roadmap

Aurus clients worldwide

What next?

Online demo

Connect with Aurus rep to schedule live PhoneUP demo

PoC project

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

aurus5.com

Shedule online demo