



Software for Enterprise Communications and Contact Centers

Enterprise Apps for Cisco Collaboration and Contact Centers



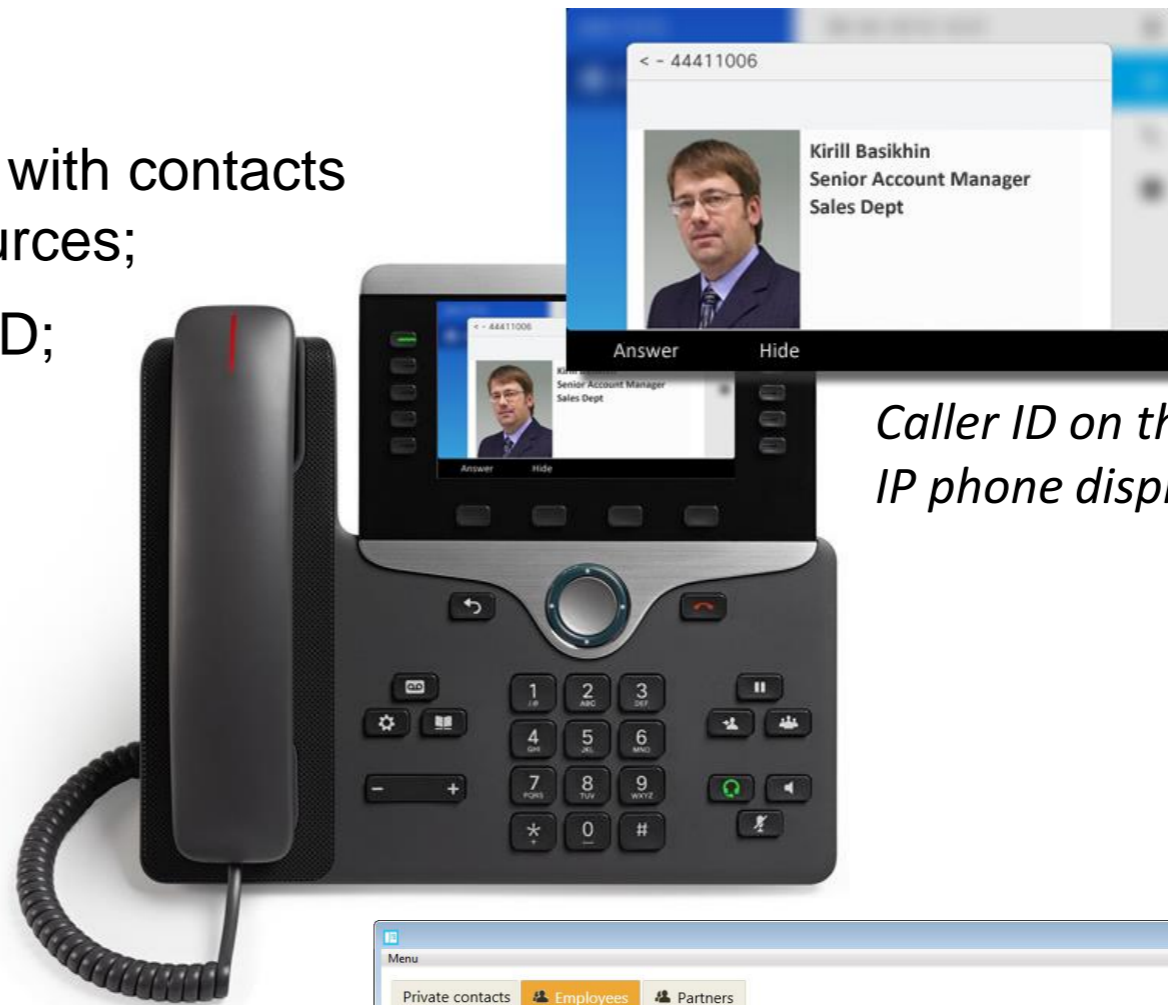
Solution
Partner



Aurus PhoneUP – Application Suite for Cisco UCM

Enterprise Directory

- centralized enterprise directory with contacts imported from multiple data sources;
- fast contact search and Caller ID;
- integration with Cisco Jabber.



Caller ID on the IP phone display

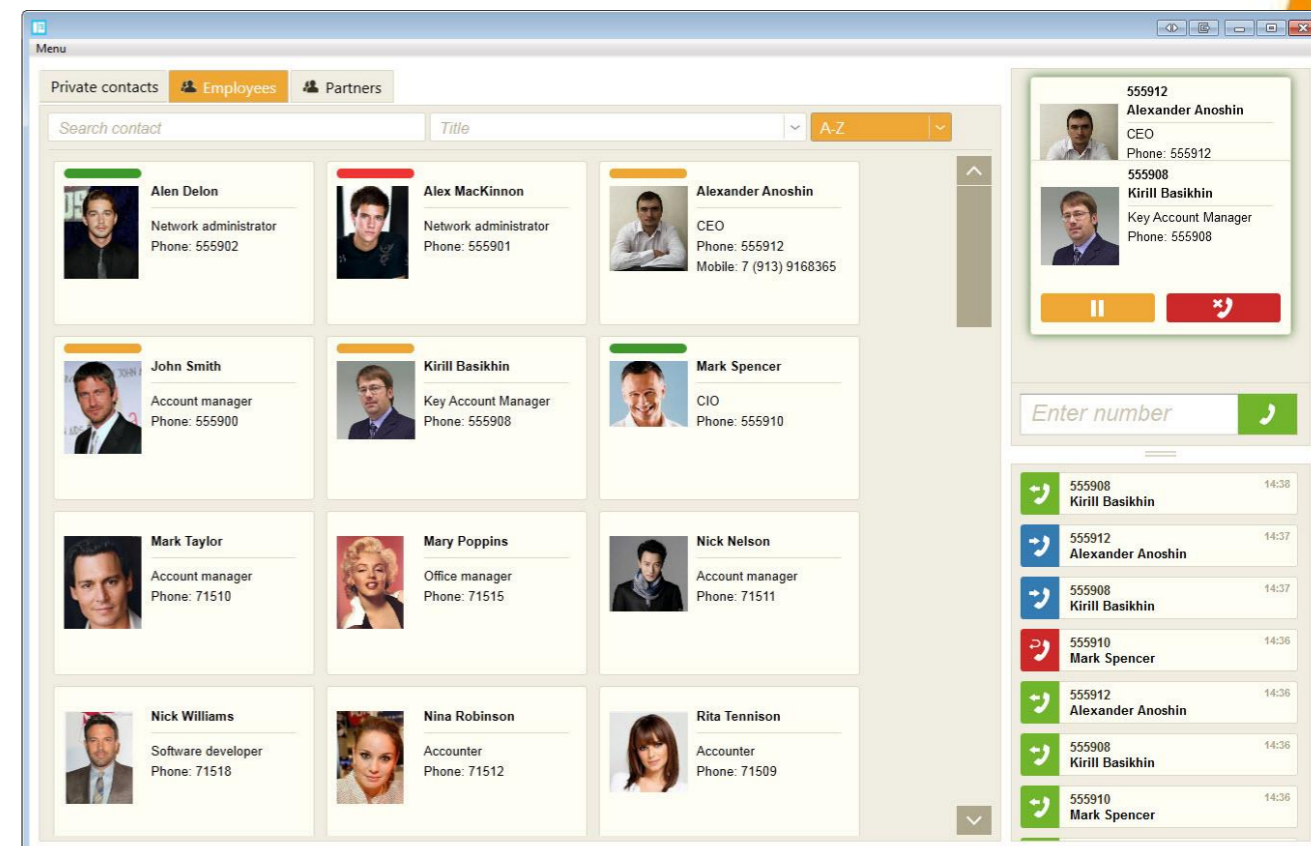
Call Recording

- BiB and SPAN modes;
- screen recording (optional);
- Cisco MediaSense support;
- integration with UCCX.

Attendant Console

- fast contact and Caller ID;
- easy to use call control UI;
- conference control;
- text messaging (SMS, IP phone messages, email)
- special assistant features.

Attendant Console





Aurus PhoneUP – Application Suite for Cisco UCM

Cisco IP Phone Lock

- IP phones locking for preventing unauthorized use of phone and personal data protection

Text and Audio Paging

- live voice paging to Cisco IP phones,
- text and audio notifications to desktop and mobile phones;



Locked IP phone

PIN-enabled Meet-Me Conferences

- MeetMe-conference scheduling (web-calendar or MS Outlook plug-in);
- protecting MeetMe-conferences with PIN or by Caller ID;
- conference control UI.

Extension Mobility SSO

- Extension Mobility Automatic Authentication



EM SSO module



Solution
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Aurus RichCall – Video Chat with Web-Collaboration

Add the Live Video Assistance option to your contact center:

- dual video
- text chat
- co-browsing
- app sharing with the “pointer”
- snap shot with annotation tool

Offer several options for clients:

- “click to video” – for those with the headset
- “call to your phone” – to use the client’s phone for audio
- start by code – to upgrade the phone-initiated call to live video session;

RichCall


Your consultant
Isabella


Your video

Videocall (#38305)

Isabella: List of documents required to open a savings account: 1. Account Opening form duly filled-in 2. PAN Card / Form 60 (with reasons of not having PAN Card) 3. Latest photographs of the applicant 4. Proof of Identification & Signature (described below) 5. Proof of Address (described below)

Me: My email address is asmith@acme.com

Isabella:  account opening form.pdf

Isabella:  office location.PNG

End Call

Type your message here and click Send

Send

Integrate easy:

- any IP contact center software supported;
- Integrates with the current contact center operations (unified agents, routing rules, skill-groups etc)
- available in desktop and mobile browsers



Solution
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Aurus Outbound - Dialer for Contact Center

List and Contact Management

- integration with CRM
- customizable list structure
- contacts segmentation and prioritization

Campaign Strategy Management

- multiple calling numbers
- customizable outbound workflow
- contact life cycle control

Outbound modes

- Voice Drop with TTS
- Power IVR
- Progressive
- Predictive
- SMS and E-Mail campaigns.

Contact filters 1

Add contact filter

| # | Actions | Contact attribute | Operator | Value |
|---|---------|-------------------|-----------|-------|
| 1 | | Debt | More than | 0 |

Contact priorities 1

Add contact priority

| # | Actions | Contact attribute | Order |
|---|---------|-------------------|------------|
| 1 | | Debt | Descending |

Contacts 2

Load Add Clear all

| # | Name | Mobile | Debt | Actions |
|---|---------------|-------------|------|---------|
| 1 | John McDonald | 19876543212 | 250 | |
| 2 | Alex Smith | 12345678987 | 100 | |

Edit strategy step x

Notification type:
 Notification channel:

Time: Weekdays -
 Weekend -

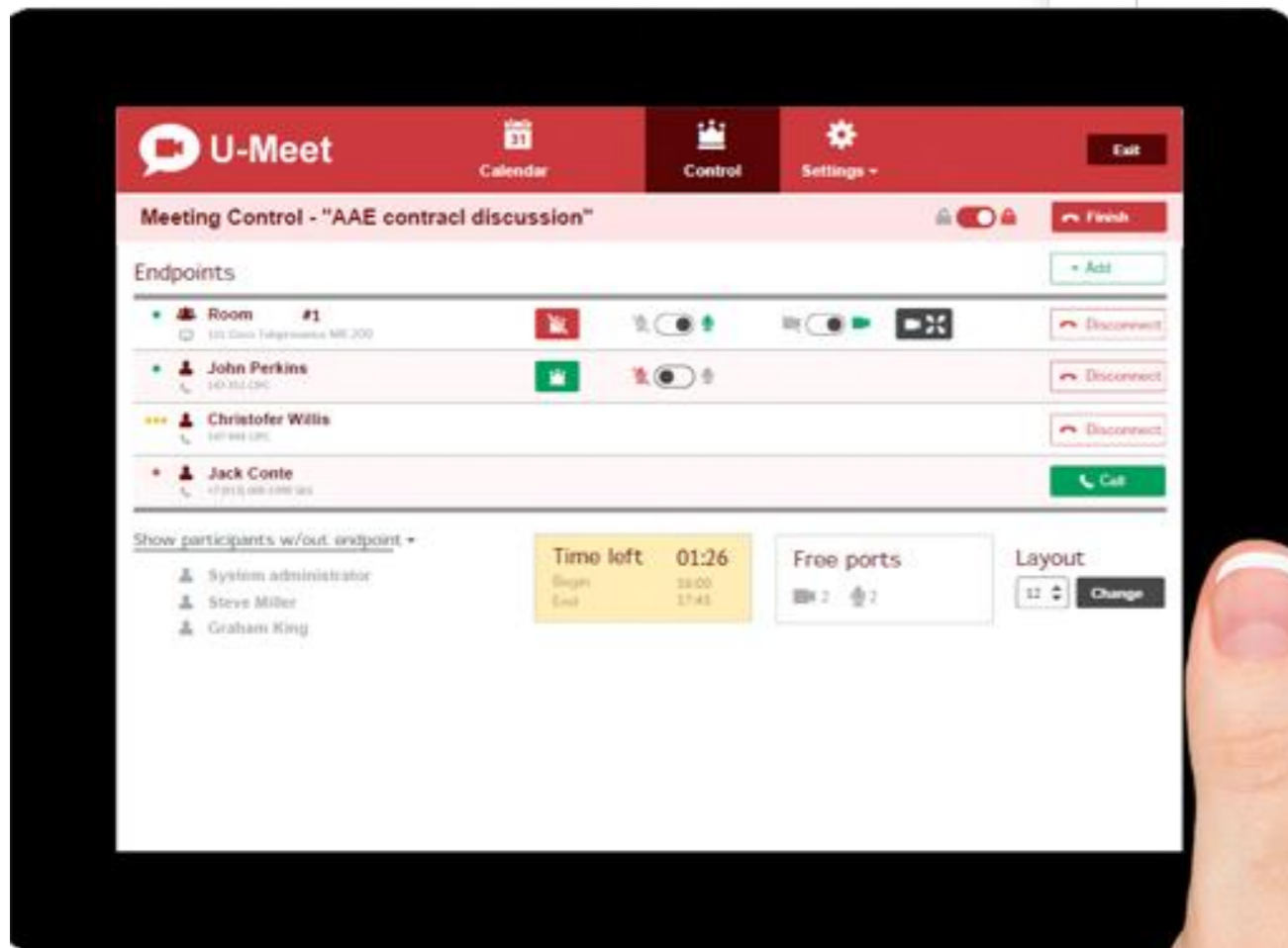
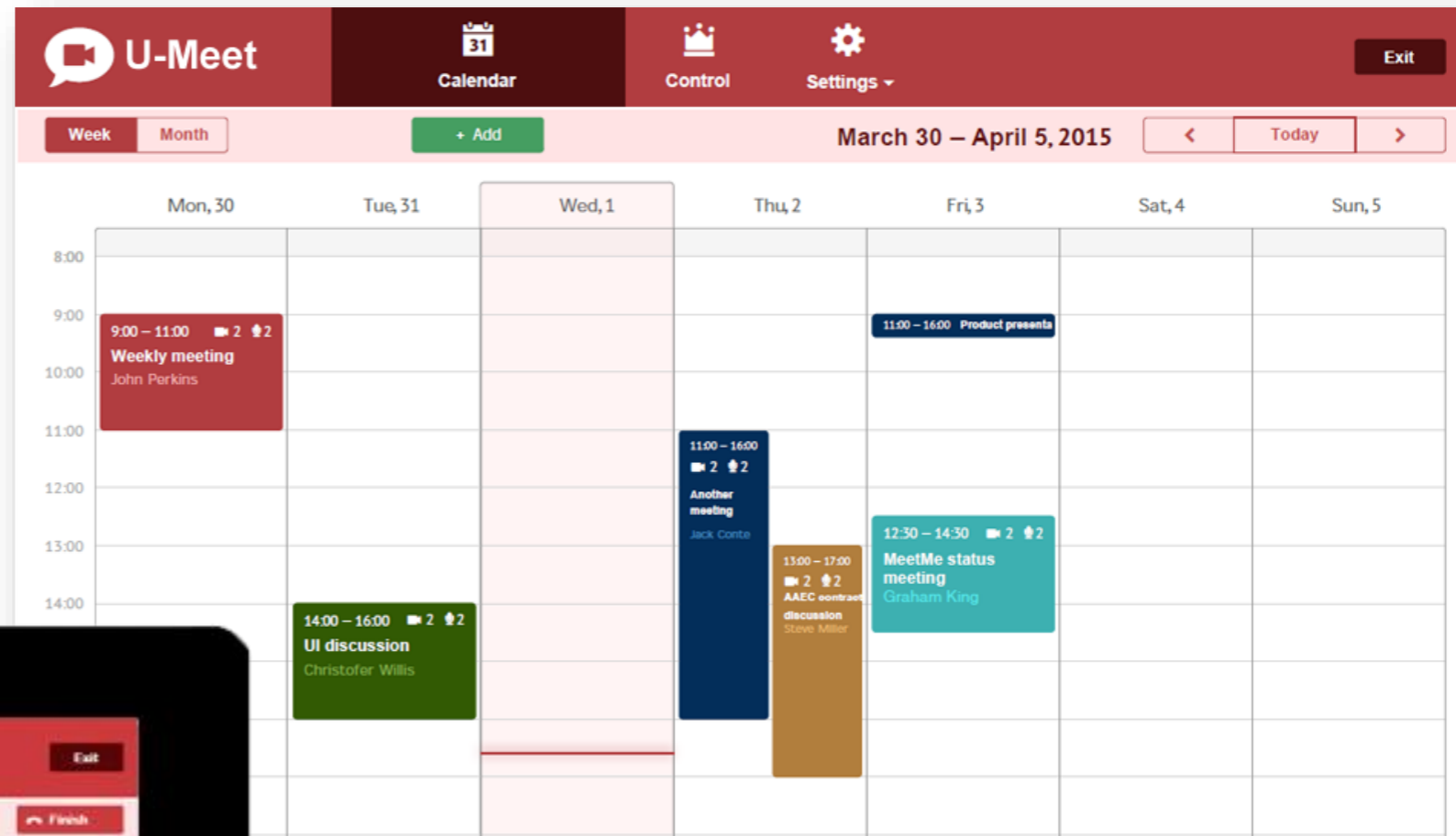
| Result | Attempt count | Interval | Action after exhausting attempts |
|----------------------|---|--|---|
| Dialing error | <input type="text" value="2"/> <input type="button" value="v"/> | <input type="text" value="0"/> <input type="button" value="v"/> d <input type="text" value="3"/> <input type="button" value="v"/> h <input type="text" value="0"/> <input type="button" value="v"/> m | <input type="text" value="Continue contact processing"/> <input type="button" value="v"/> |
| Busy | <input type="text" value="3"/> <input type="button" value="v"/> | <input type="text" value="0"/> <input type="button" value="v"/> d <input type="text" value="0"/> <input type="button" value="v"/> h <input type="text" value="15"/> <input type="button" value="v"/> m | <input type="text" value="Continue contact processing"/> <input type="button" value="v"/> |
| Not answered | <input type="text" value="2"/> <input type="button" value="v"/> | <input type="text" value="0"/> <input type="button" value="v"/> d <input type="text" value="0"/> <input type="button" value="v"/> h <input type="text" value="30"/> <input type="button" value="v"/> m | <input type="text" value="Continue contact processing"/> <input type="button" value="v"/> |
| Call rejected | <input type="text" value="3"/> <input type="button" value="v"/> | <input type="text" value="0"/> <input type="button" value="v"/> d <input type="text" value="1"/> <input type="button" value="v"/> h <input type="text" value="0"/> <input type="button" value="v"/> m | <input type="text" value="Continue contact processing"/> <input type="button" value="v"/> |
| Contact disconnected | <input type="text" value="1"/> <input type="button" value="v"/> | <input type="text" value="0"/> <input type="button" value="v"/> d <input type="text" value="1"/> <input type="button" value="v"/> h <input type="text" value="0"/> <input type="button" value="v"/> m | <input type="text" value="Continue contact processing"/> <input type="button" value="v"/> |
| Success | | | <input type="text" value="Complete contact processing"/> <input type="button" value="v"/> |



Aurus U-Meet – Extension for Cisco TelePresence

Advanced meeting scheduler

- web-calendar
- MS Outlook add-on
- attendees and rooms availability UI
- customizable booking workflow



Meeting control tool

- web-interface
- or iPad app.



About Aurus

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