



Software for Enterprise Communications and Contact Centers

Aurus PhoneUP

An application suite
for Cisco Collaboration



Solution
Partner

PhoneUP Overview

- ✓ 9 modules in a single software bundle
- ✓ each module is licensed separately
- ✓ 300+ end-users over the globe
- ✓ available in Cisco Marketplace
- ✓ OS: Windows Server (virtualization is supported)
- ✓ supports CUCM Enterprise 6.x – 12.x



Enterprise Directory



Call Recording



Attendant Console



Text and Audio Paging



Secure Conferencing



Priority Call Control



Phone Lock



Extension Mobility
Single Sign-on



XML-service Designer

 CISCO

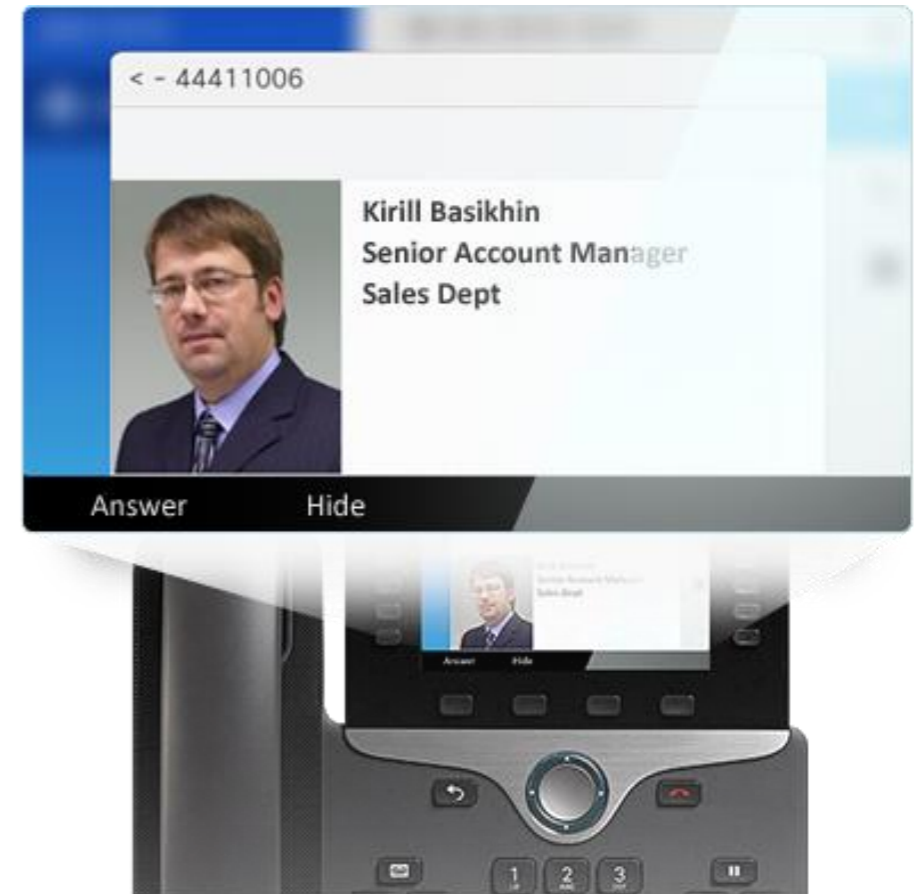
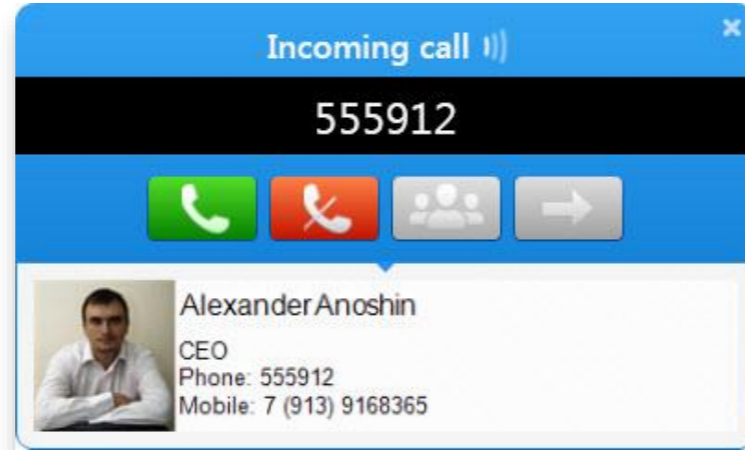
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Enterprise phone directory

Customizable Caller ID for Cisco IP phones

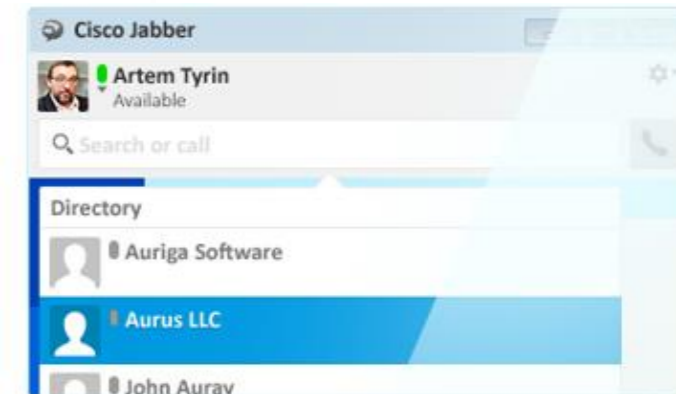
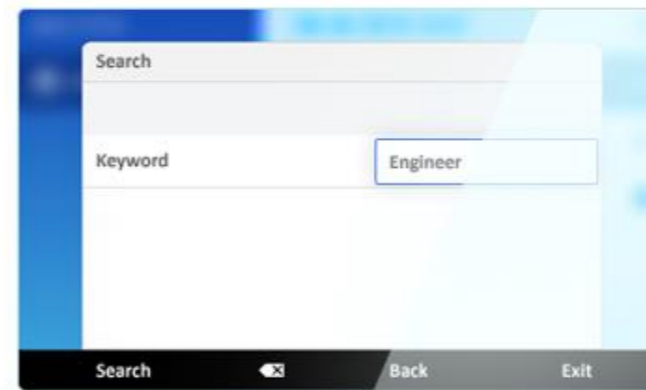
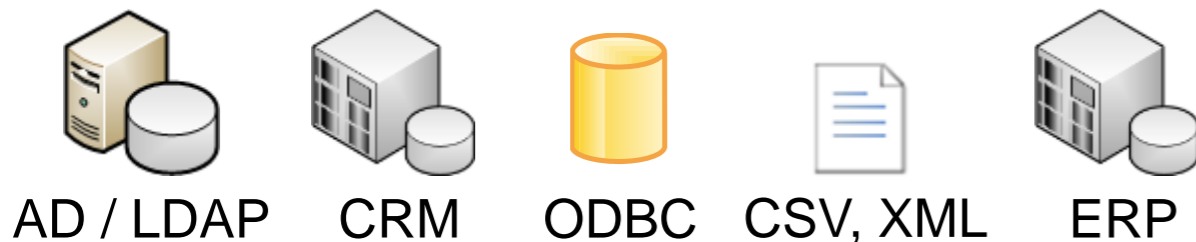
Have your IP phone show the detailed info about your callers – photo, client name, partner level.



The Caller ID popup is also available in Cisco Jabber and PhoneUP Agent

Search global. Find quickly.

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



Cisco IP phones

Cisco Jabber



Call and screen recording

List of recorded calls

- ✓ search by date, employee, client name
- ✓ access right control
- ✓ record playback in a current phone call
- ✓ audit user log

Screen Recording

- ✓ from the beginning of the call until the end of “wrap-up” time

Integration with Cisco UCCX

- ✓ to retrieve agent name and other UCCX info

Recording modes

- ✓ total recording
- ✓ on demand recording

Deployment options

- ✓ single server
- ✓ distributed deployment
- ✓ high-loaded instance

Recording methods:

- ✓ IP phone Build-in Bridge
- ✓ CUBE
- ✓ Switched Port Analyzer (SPAN)
- ✓ Cisco Mediasense

The screenshot shows the PhoneUP web interface. At the top, there's a navigation bar with the PhoneUP logo and user information (Administrator, Logout). Below that is a menu bar with various options like Settings, Directory, Paging, Priority, Record, Inform, Lock, Conference, EM SSO, Hotel, and Console. The main content area is titled 'Recorded calls' and displays a table of call records. The table has columns for Start date, End date, Duration, Type, Phone line, Participants, Extra, Call ID, and #. There are 5 rows of data, with the last row highlighted in blue. At the bottom, there's a pagination control showing 'Page 1 of 1 (5 items)' and a 'Page size: 10' dropdown. A 'Create Filter' button and an 'EXPORT' button are also visible.

Start date	End date	Duration	Type	Phone line	Participants	Extra	Call ID	#
		00:00:00						
9/20/2017 1:24 PM	9/20/2017 1:24 PM	00:00:26	Outgoing	44411004	18574652435 (Stars Lab Agency)		26121759	40D95BD481544A...
9/20/2017 1:23 PM	9/20/2017 1:24 PM	00:00:27	Incoming	44411027	44475653 (Isabella Thompson)		26121760	C750945996AD41...
9/20/2017 1:23 PM	9/20/2017 1:24 PM	00:00:27	Incoming	44411027	18676454344 (Medius Technologies)		26121760	C750945996AD41...
9/20/2017 1:20 PM	9/20/2017 1:24 PM	00:04:00	Incoming	44411008	74959611410 (Cisco Moscow)	BCS-IT/semenova	26121744	
9/20/2017 1:19 PM	9/20/2017 1:23 PM	00:03:57	Outgoing	44411448	44411448 (Daniel Smith) 44411008		26121743	083FB5DF58874A...



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 - ad-hoc or scheduled.

Configure the read receipt to track important messages - all recipients will be required to push the confirmation button.

Reach on mobile:

- 1) the message is first sent to desktop phones and waits for user confirmation;
- 2) then those who haven't confirmed receive the same message on their mobiles.



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Attendat 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

- ✓ ad-hoc conferences support
- ✓ conference control features

And much more...

- ✓ notifications to Cisco IP phones,
- ✓ SMS-messages and emails
- ✓ supervised transfer, line monitoring, call interception





Phone lock

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



The locked IP phone:

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



SSO

Single sign-on for CUCM extension mobility

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



- ✓ 100% server-side software,
- ✓ integrates with AD and other directory services,
- ✓ real-time reports for admin and user audit trail.


CISCO

Solution
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PIN-protected conference scheduler

Schedule Meet-me conferences

- ✓ personal web-interface
- ✓ MS Outlook calendar

"Please enter PIN to join the meeting..."



Protect your meetings

- ✓ by PIN code
- ✓ by Caller ID

PhoneUP

System ▾ Conference ▾

Home > Conference > PIN conferences

PIN conference scheduler

< Today > March 30 – April 03, 2015 Day Work Week Week Month Timeline

	Monday, March 30	Tuesday, March 31	Wednesday, April 01	Thursday, April 02	Friday, April 03
12 AM					
1:00					
2:00					
3:00					
4:00					
5:00					
6:00					
7:00					
8:00					
9:00					
10:00	10:00 AM-10:20 AM staff meeting		10:00 AM-10:20 AM staff meeting		10:00 AM-10:20 AM staff meeting
11:00					
12 PM					
1:00					
2:00					
3:00		meeting with the client (office)			
4:00					
5:00					
6:00					
7:00					
8:00					
9:00					
10:00					
11:00					

- Create conference
- Go to Today
- Go to Date...
- Change View To
 - 60 Minutes
 - 30 Minutes
 - 15 Minutes
 - 10 Minutes
 - 6 Minutes
 - 5 Minutes

Control conference

- ✓ view the list of attendees
- ✓ add new participants
- ✓ disconnect any participant



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Special call control features

- ✓ **Monitoring** – supervisor monitors phone calls between sales reps and clients;
- ✓ **Whisper Coaching** - allows supervisor to talk to an agent during a monitoring session;
- ✓ **Intrusion** – intrusion into current phone conversation of subordinate employees;
- ✓ **Forced Connection** – supervisor can contact employee even when his phone is busy;
- ✓ **Premise Monitoring** – audio-monitoring with IP phone mic.





XML-service designer

Get the most frequently used info on the display of your IP phone.

- **currency rates**
 - for bank tellers
- **video from parking lot and weather report**
 - to all employees
- **contact center statistics**
 - for supervisors and operators
- **key performance indicators**
 - for company top-managers





Aurus portfolio

Aurus develops software solutions for enterprise communications and contact centers.

PhoneUp

Enriches Cisco UCM with tens of must-have features not available natively

RichCall

Live video chat software with co-browsing and web-collaboration

CMS+

Power your CMS investments with a pool of new features

Outbound

Complete outbound solution for proactive customer engagement



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