

Aurus PhoneUP – User Interface for Cisco MediaSense

The "Record" module of the PhoneUP bundle in combination with "MediaSense Gateway" module offers users a secure and comprehensive web-interface to search and play records made with Cisco MediaSense.

Drag a column header here to group by that column									
Date	Begin	End	Duration	Type	Line	Participants	Call ID	#	
23.07.2014	14:47:35	14:48:55	00:01:20	Outgoing	119 Basikhin Kirill, AM	78123132827 ACME, Inc.	23732091		RecFS   
23.07.2014	14:32:06	14:32:33	00:00:26	Outgoing	111 Anoshin Alexander, CEO	110 Tyurin Artem, System Engineer	23732067		RecFS   
 23.07.2014	14:31:24	14:32:53	00:01:29	Incoming	111 Anoshin Alexander, CEO	74959611410 Cisco Russia	23732058		
23.07.2014	14:26:26	14:26:41	00:00:15	Outgoing	111 Bodneva Maria, AM	77272695425	23732048		RecFS   
23.07.2014	14:22:35	14:26:45	00:04:10	Outgoing	119 Basikhin Kirill, AM	74957257660 Stars Lab	23732039		RecFS   
23.07.2014	14:13:25	14:13:25	00:00:00	Incoming	119 Basikhin Kirill, AM	74957847313 Medius Technologies	23732028		RecFS   

Search and Play Interface

Secured web interface to the call records archive allows to quickly find the required record with filters and search by call date, phone number, employee name and even **client name** (PhoneUP Directory required).

Once the record is found, the user can:

- play the record in browser,
- download it.

Interface on the IP phones allows to find the required record and play it.

Additional Recording Options and Rules

PhoneUP allows to use additional recording rules for Cisco MediaSense.

Recording options available:

- Total Recording – to record every interaction
- On Demand – user needs to push a button on the phone to record the call
- Forbid Recording – the calls will not be recorded even if it was made from an IP phone set up for total recording.

Screen Recording

Record agent's screen in addition to the call – from the beginning of the call until the end of the 'wrap-up' time.

Enhanced Security and Access Control

Domain name authentication allows users to access the call archive without entering the login and password.

The access control engine allows to define which users and groups can access the archive of call records and which records are available.

Integration with Cisco UCCX

When the "Record" module is used in UCCX-based contact center, the archive of records contains the name and ID of contact center agent and additional information retrieved from UCCX - queue ID, script name etc.

Distributed Deployments

The solution supports distributed deployments with several MediaSense servers installed at each company site and managed by central PhoneUP server.

Feature list

Records archive:

- web-interface
- comprehensive search/filter/group capabilities
- record metadata includes the name of external caller (for example, client name)
- logical grouping records by Cisco caller id
- embedded player (HTML5 and flash)
- downloading media files
- configurable records lifespan

Screen Recording:

- when using the 'Record' module in the contact center you can record an agent's screen in addition to the call.

Call Recording Options:

- options: total recording, recording on demand, forbid recording
- rules: by direction, by phone number mask

Security

- secured web-interface
- user authentication – login/password or domain authentication
- user import from AD
- access to records is configurable for users and user groups
- audio notification about the call being recorded
- email notification about new recorded calls

Integration with Cisco UCCX

- record archive contains info from UCCX –agent name, queue ID, script name etc

High availability:

- failover deployments based on NLB and MSCS clustering

Server:

- Windows Server
- virtualization is supported

Supported environment:

- IP PBX: CUCM Enterprise / Business Edition
- Cisco MediaSense 9.x/10.x
- Devices: Cisco IP phones, 3rd party SIP-devices