Aurus PhoneUP – Call and Screen Recording

The "Record" module of the PhoneUP bundle is a robust call recording solution for Cisco UC environment with more than 300 deployments worldwide. The list of clients includes contact centers that capture up to 15,000 calls per day and companies with thousands IP phones set up for recording.

Configure

Select devices and lines to record; configure total or on-demand recording.

Record

Record phone calls using active (Built-in Bridge or CUBE forking) or passive (SPAN/RSPAN) recorders.

Search and Play

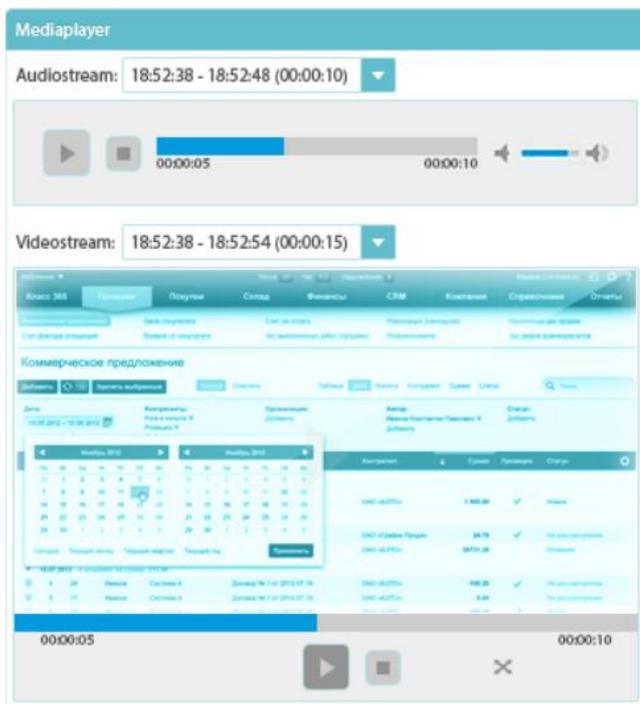Search recordings by date, phone, client name; or integrate PhoneUP with your CRM.

Archive

Use recording lifecycle rules to automatically transfer the end-of-life recordings to an external NAS.
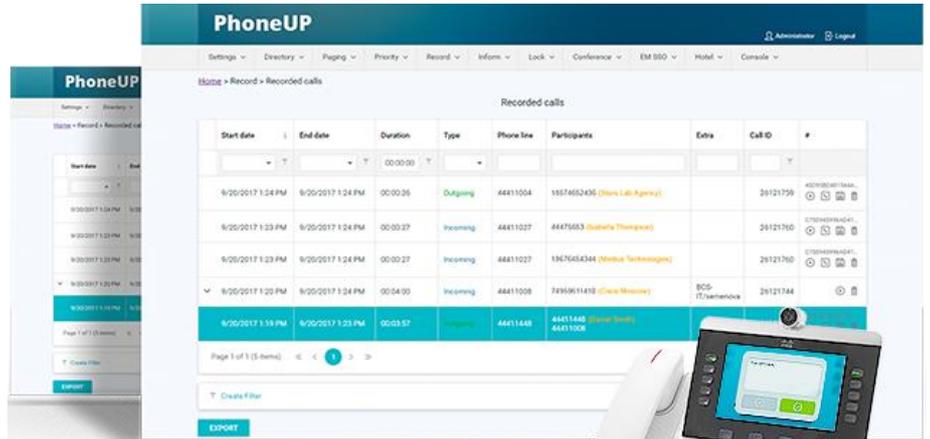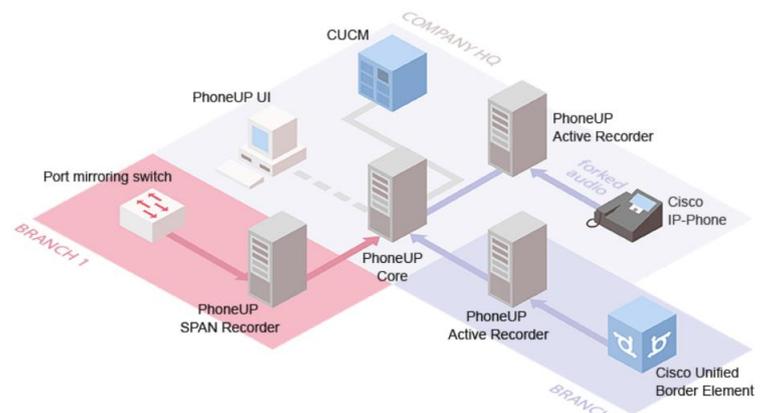
Screen recording

The module captures the agent's screen from the beginning of the call until the end of the wrap-up time.

Distributed and high-load deployments

Choose between or combine single server, distributed or high-loaded deployment scenarios

High Availability and Load Balancing

Each component of the call recording solution (Core, Recorder, Transcoder etc) may be installed on separate server.

PhoneUP supports a failover deployment utilizing Microsoft clustering technologies.

Self-diagnostics tools and a set of pre-defined alerts allow to act proactively before the incident occurs.

aurus

Feature list

Call Recording

- approaches: BiB / CUBE-recording and SPAN-recording
- dictaphone feature with the interface on IP phone
- options: total recording, recording on demand, forbid recording
- rules: by direction, by phone number mask
- codecs: G.711 a/mu-law, G.722, G.729 a/b
- formats: OGG, MP3, WAV
- Extension Mobility support
- recording pause/resume

Audio recording

- "Dictaphone" – pushing a button on the IP phone turns it into Dictaphone
- "Answering machine" – the call forwarded to the preconfigures line is automatically answered, the caller hears a voice prompt and then can leave a message which is recorded

Screen Recording

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

Records archive

- comprehensive search/ group capabilities
- filter builder supporting filter saving
- recording metadata includes the name of external caller (for example, client name)
- logical grouping of records
- embedded player
- playing records on IP phone
- playing records into the current call

Records lifecycle management

- migration between storages to optimize HDD usage
- exporting to an external NAS along with meta-data or another PhoneUP instance

Security

- secured web-interface with user authentication (login/password or domain authentication)
- audit log to track user activity
- 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 and Cisco Mediasense

- record archive contains info from UCCX –agent name, queue ID, script name etc
- provides unified web-interface to calls made with Mediasense

Reporting tools

- a set of predefined reports about system usage

Flexible deployment scenarios

- standalone deployment (all components on one server)
- distributed deployment (a separate Recorded for each company site)
- high-load deployment (with load balancing)

High availability

- failover deployments based on NLB and MSCS clustering
- self-diagnostics tools and a set of pre-defined alerts