

**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



# 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



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<sup>apps</sup>

### Productivity apps for Cisco UCM

- Enterprise directory
- Attendant / Operator console
- Audio / Text paging
- Phone lock and EM SSO
- IP phone apps designer

# Call recording

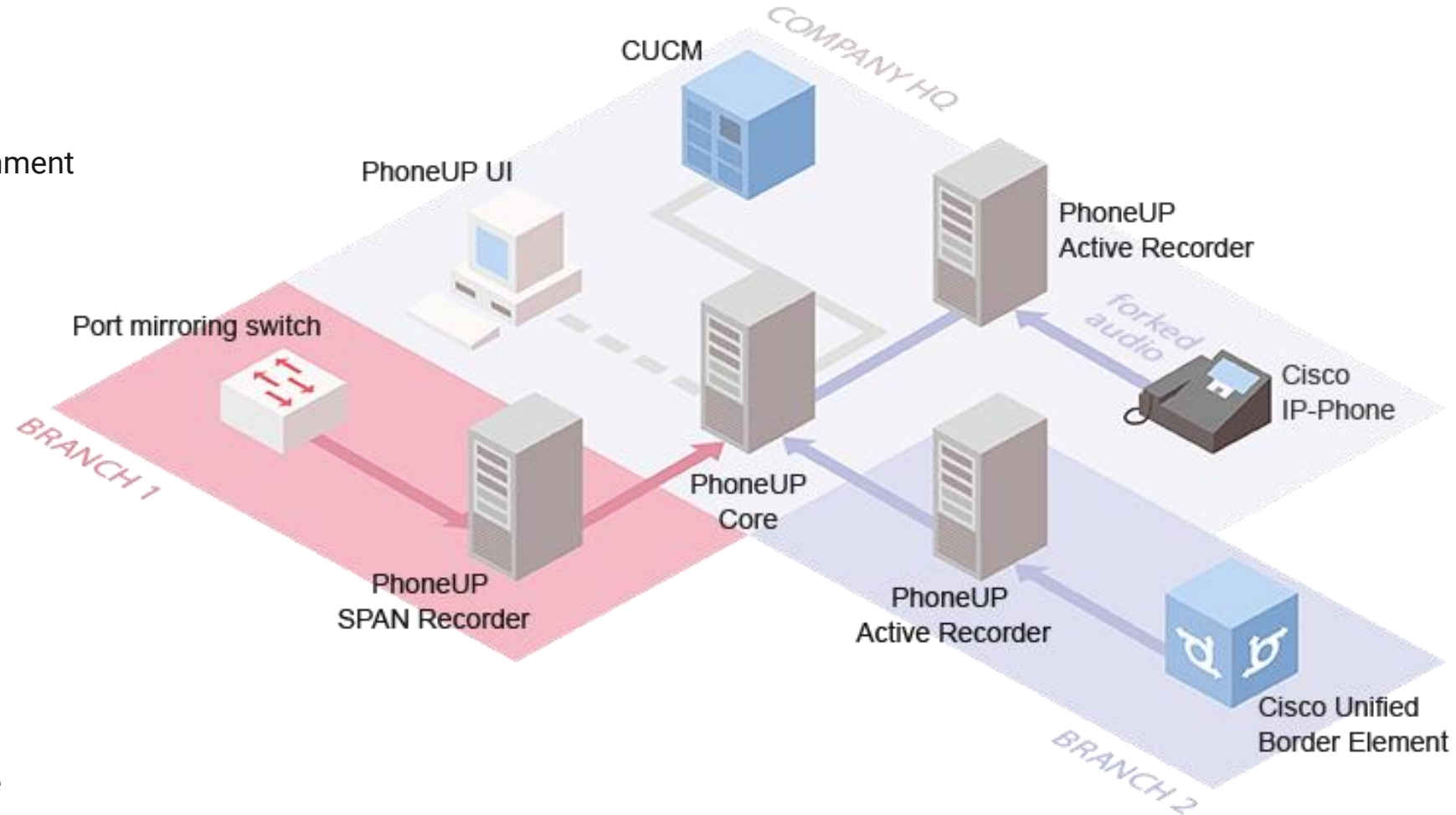
## Call recording in heterogeneous environment

- 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



# 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 3<sup>rd</sup> party apps\*
  - CRM
  - helpdesk systems

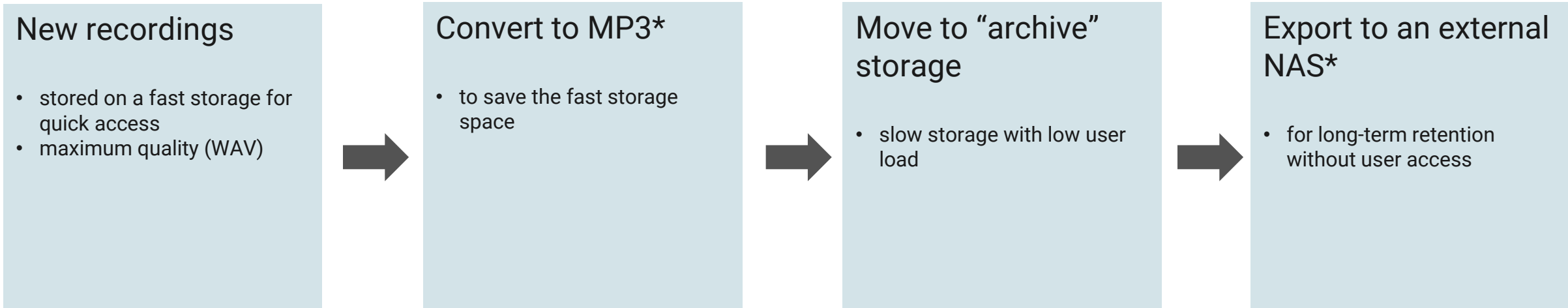
The screenshot displays the 'Recordings' section of the PhoneUP interface. It features a sidebar with navigation options: Recordings, Reports, Components, Roles, User groups, Users, and Settings. The main area shows a table of recordings with the following columns: Recording start date, User, Filter by text, Assign user, Edit tags, Delete, and a table with columns: User, Date and time, Duration, Local party, Remote party, Direction, Tags, and Extra. The table contains 10 rows of recording data.

	User	Date and time ↓1	Duration	Local party	Remote party	Direction	Tags	Extra
<input type="checkbox"/>	2/2 Alexander Anoshin	08/22/2023 2:34 PM	00:01:30	1111 (Alexander Anoshin)	Alexander Anoshin	Incoming		<i>i</i> ↓
<input type="checkbox"/>	1/2 Alexander Anoshin	08/22/2023 2:34 PM	00:03:53	1111 (Alexander Anoshin)	73833449292 (+73833449292)	Incoming		<i>i</i> ↓
<input type="checkbox"/>	2/2 Alexander Anoshin	08/21/2023 6:53 PM	00:00:04	1111 (Alexander Anoshin)	2222 (Milla Sher)	Outgoing		<i>i</i> ↓
<input type="checkbox"/>	2/2 Milla Sher	08/21/2023 6:53 PM	00:00:08	2222 (Milla Sher)	1111 (Alexander Anoshin)	Incoming		<i>i</i> ↓
<input type="checkbox"/>	1/2 Milla Sher	08/21/2023 6:53 PM	00:00:01	2222 (Milla Sher)	73833449292 (+73833449292)	Incoming		<i>i</i> ↓
<input type="checkbox"/>	1/2 Alexander Anoshin	08/21/2023 6:53 PM	00:00:22	1111 (Alexander Anoshin)	73833449292 (+73833449292)	Incoming		<i>i</i> ↓
<input type="checkbox"/>	Milla Sher	08/16/2023 9:08 AM	00:03:53	2222 (Milla Sher)	0504562365 (0504562365)	Incoming		<i>i</i> ↓
<input type="checkbox"/>	Milla Sher	08/15/2023 2:44 PM	00:03:53	2222 (Milla Sher)	0504562365 (0504562365)	Incoming		<i>i</i> ↓
<input type="checkbox"/>	Alexander Anoshin	08/15/2023 2:33 PM	00:01:49	1111 (Alexander Anoshin)	2659 (Kirill Basikhin)	Outgoing		<i>i</i> ↓
<input type="checkbox"/>	Milla Sher	08/15/2023 2:33 PM	00:05:03	2222 (Milla Sher)	1111 (Alexander Anoshin)	Incoming		<i>i</i> ↓

At the bottom of the interface, there is a pagination control showing 'Items per page 10' and '1 - 10 of 37'.

# Media lifecycle management

Configurable media lifecycles help you to utilize the storage effectively.

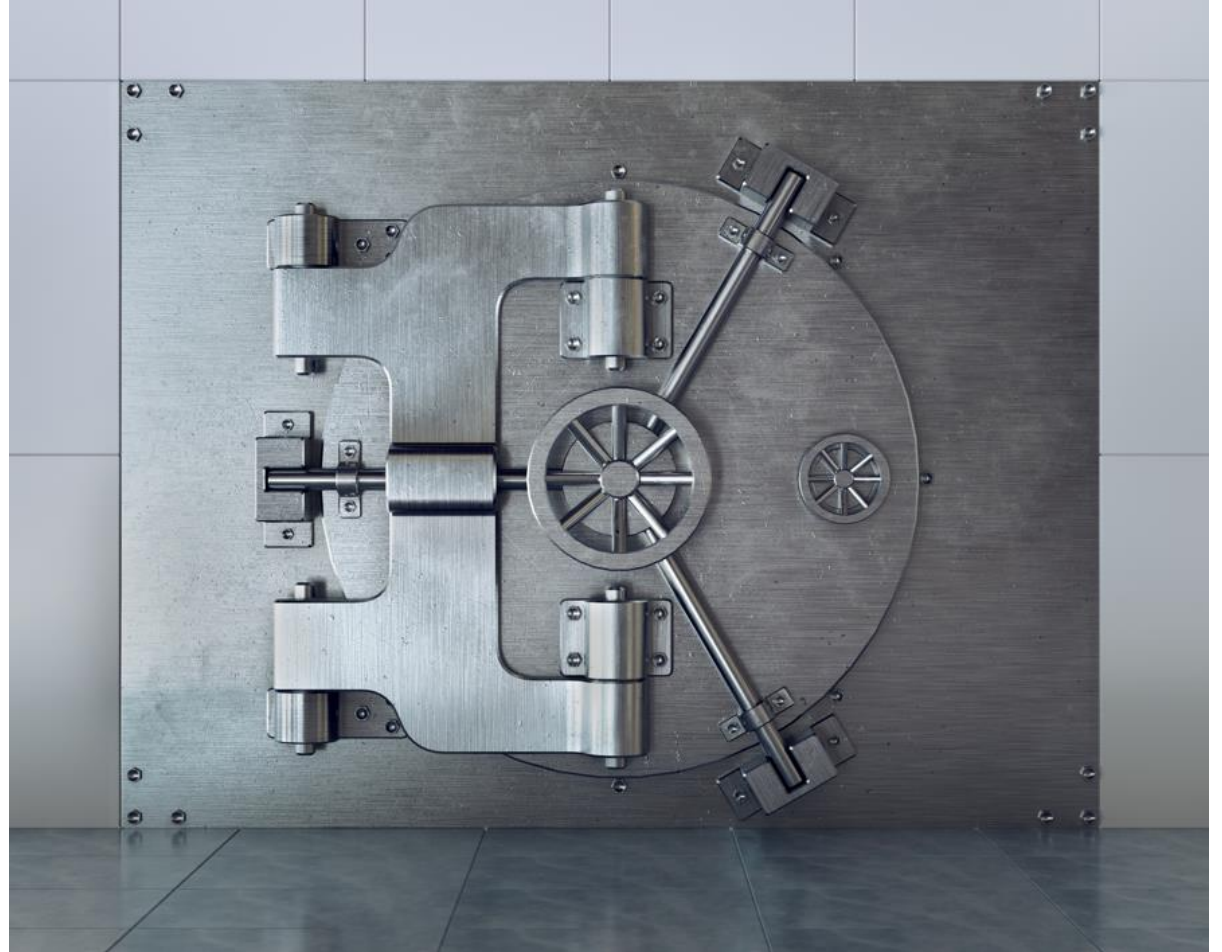


Separate life cycles can be created for different call types and user groups.



# 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\*



# 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  
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 \*

Recordings > All recordings in call

All recordings in call    Recording [1]    Recording [2]

Start date and time 10/18/2023 10:30 AM    End date and time 10/18/2023 10:31 AM    Total duration 00:00:54

00:11 00:54

125001 - 125007

125001 - 125002

0 5 10 15 20 25 30 35 40 45 50

1x    20 L    20 R

125001 - isemenova	Aurus PhoneUP - Googl	Aurus PhoneUP - Google Chrome	A Cisco IP Co	Aurus PhoneUP -
125001 - isemenova	Aurus PhoneUP - Google Chrome		Au Cisco IP Commu	Aurus PhoneUP - Google Chrome

Screen "ISEMENOVA:\\DISPLAY1"

Screen "ISEMENOVA:\\DISPLAY1"

\* in the roadmap

# Configurable scorecards\*

**Evaluation Form** + Add section

Name: Sample form  
 Tenant: Alexander Brown  
 Description: Sample evaluation form

**Greeting**

Did the agent say «Thank you for calling»?

Did the agent mention his name?

Did the agent mention company name? Edit Delete

If call was transferred did the agent adapt the greeting accordingly?

**Verification**

Did the agent ask for the caller's name?

Did the agent ask for the caller's company name?

Did the agent ask for the caller's telephone number?

Verification completed with open-ended questions?

**Understanding the problem/issues**

- 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

**Add question**

**Question\***

**Description**

**Type**  Multiple choice  Numeric value  Allow to mark question N / A

**Choices\***

<input type="text" value="Yes"/>	<input type="text" value="5"/>	<input type="text" value="Points"/>	<input type="checkbox"/> Default
<input type="text" value="No"/>	<input type="text" value="0"/>	<input type="text" value="Points"/>	<input checked="" type="checkbox"/> Default
<input type="text" value="N / A"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Default

**Display as**  Multi-line  Single-line

**Weight**

**Order**

**Save**

# 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 x1 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

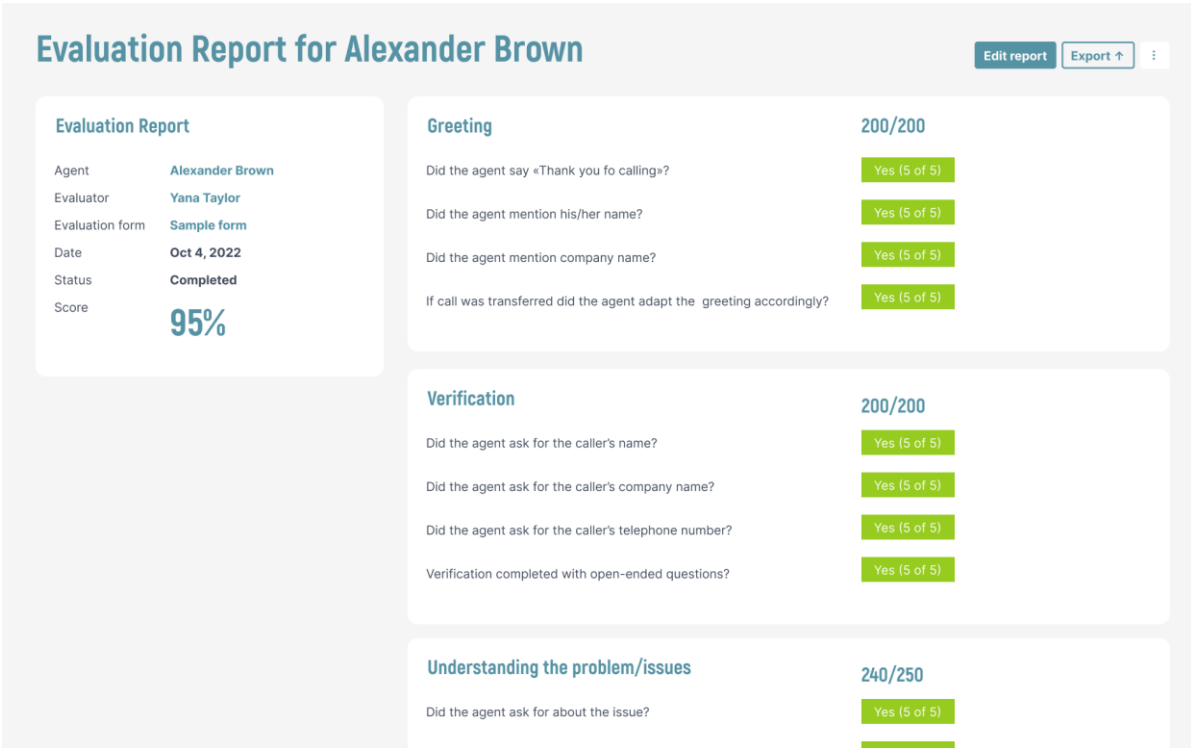
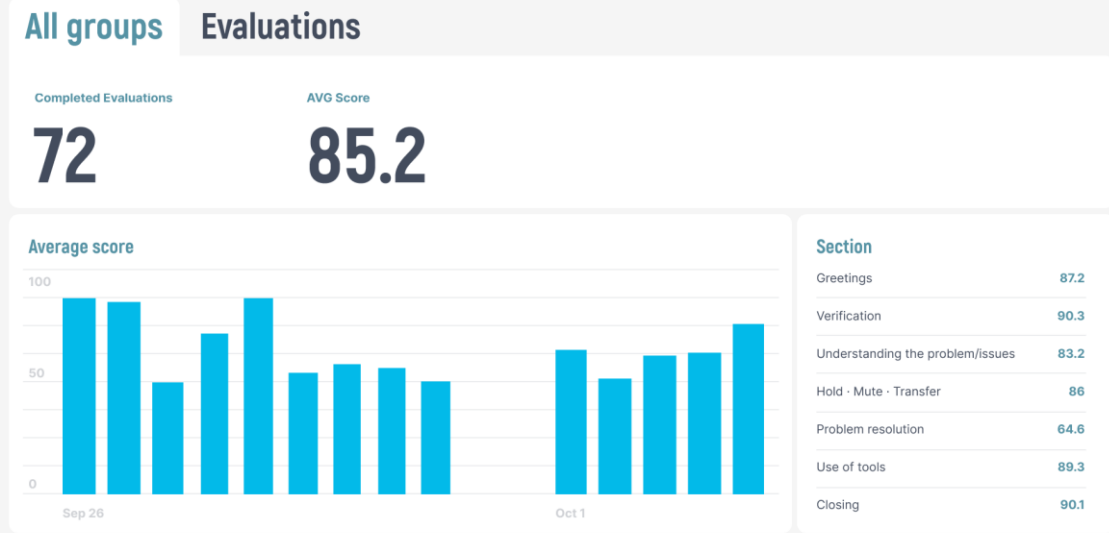
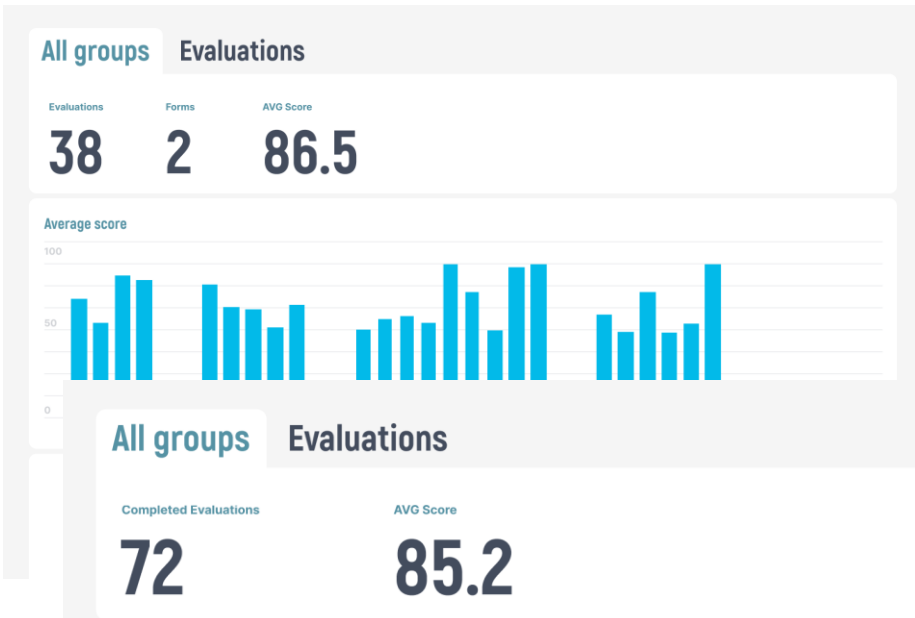
Comments

## 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

**KNOVVU** Analytics Quality Management Reports Administration

English Arabiaadmin

**Conversations** Back to list Conversation #13456 Mark as Evaluate Delete

Taqwe Ali  
Default Department  
13456

Type Call  
Time 03/06/2021 21:47:37  
Direction Inbound  
Channel Voice  
Duration 00:03:29  
Source Integration  
External id 228787-74c98edb-9d44-...  
Caller 92383  
Called 92383

Campaign Outbou... Flex issues sub ca...

**Transcript** Analysis Attached data Comments Category(ies) and topic(s) Transfer(s) Evaluation History

Export

Time	Channel	Chat
00:00:30	Agent	صفر
00:00:31	Customer	تمام حتى لك عنو عن ميراته تمام
00:00:34	Agent	اها تقصلي
00:00:35	Customer	سيدي الكريم برنامج سوبر هو برنامج اكر من رائع هو فعليا برنامج رح يحي خليك تحكي بسعر موحد و خرافي اللي هو تين و عشرين اكورا اللدقيقة على كل الشيكات الاسرائيلية و الفلسطينية المحلية نعم
00:00:48	Agent	اها
00:00:48	Customer	هلا حضرتك اجنا قدما لك هذا البرنامج بشكل مجاني و دائم طول العمر كهدي
00:00:53	Agent	اها

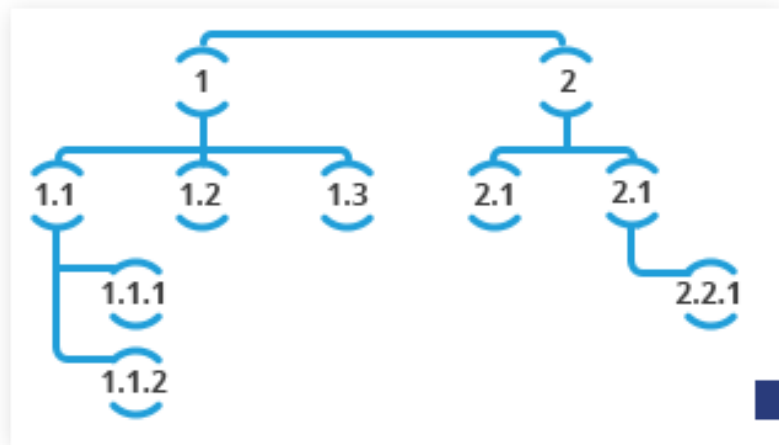
00:00:34 / 00:03:28

1x

# 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	#
<input type="text"/>	<input type="text"/>	<input type="text"/>	
●	4352	+11235467887 (ACME)	
●	4367		
	4388		

## Monitor and whisper

PhoneUP Priority

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

Correct Monitor Conf Whisper



# 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](https://aurus5.com)

Schedule online demo

