



Software for Enterprise Communications and Contact Centers

PhoneUP CallRec

Call Recording Suite for Cisco



Solution
Partner



Aurus portfolio

PhoneUP

Call recording suite and productivity tools for Cisco collaboration

@MS+

Advanced scheduler, live streaming engine and other extensions for Cisco Meeting Server

RichCall

Live video expert software for visual customer service



Solution
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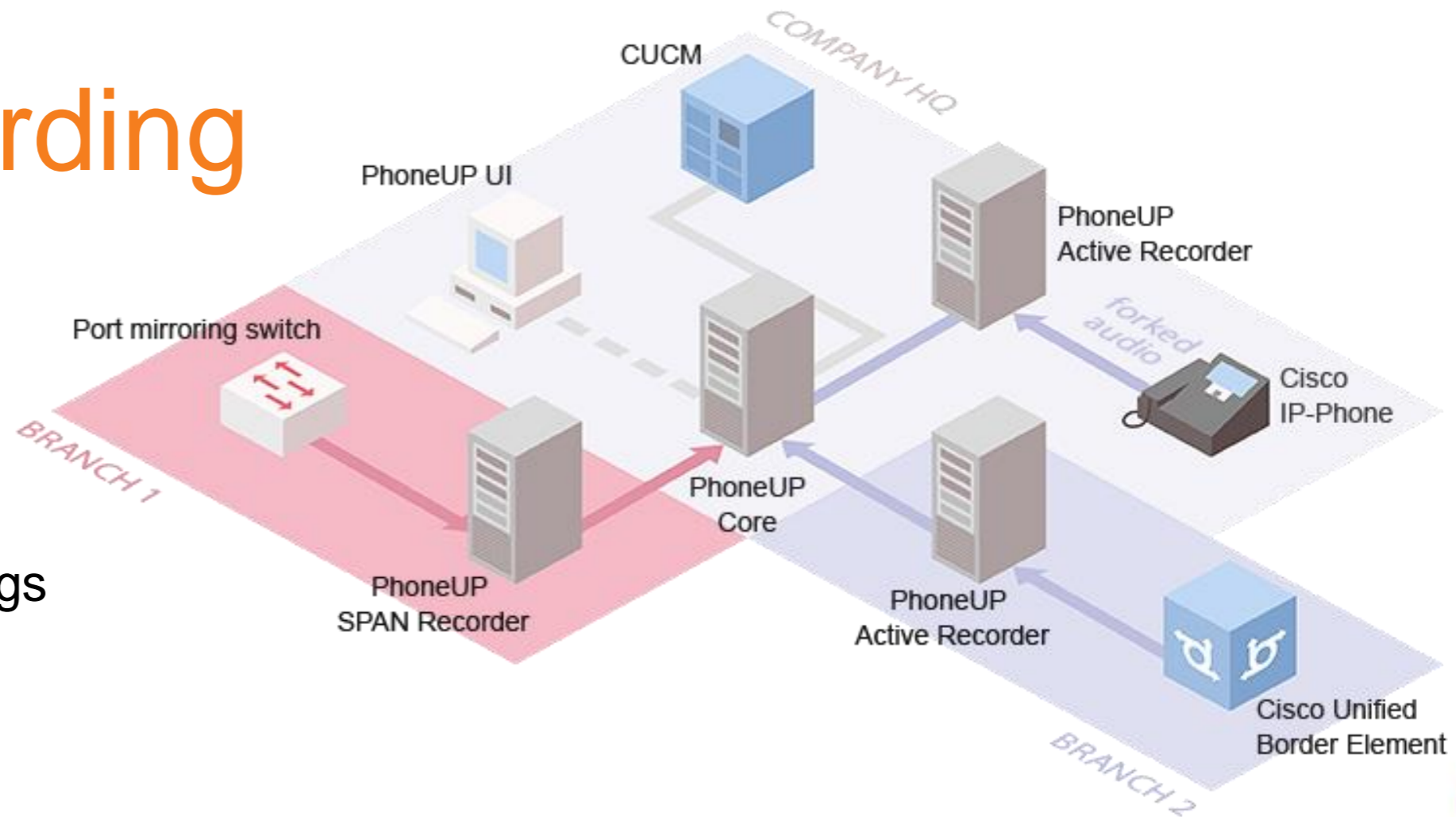
Call recording

Configure devices, lines and trunks to record

Record calls with any available method

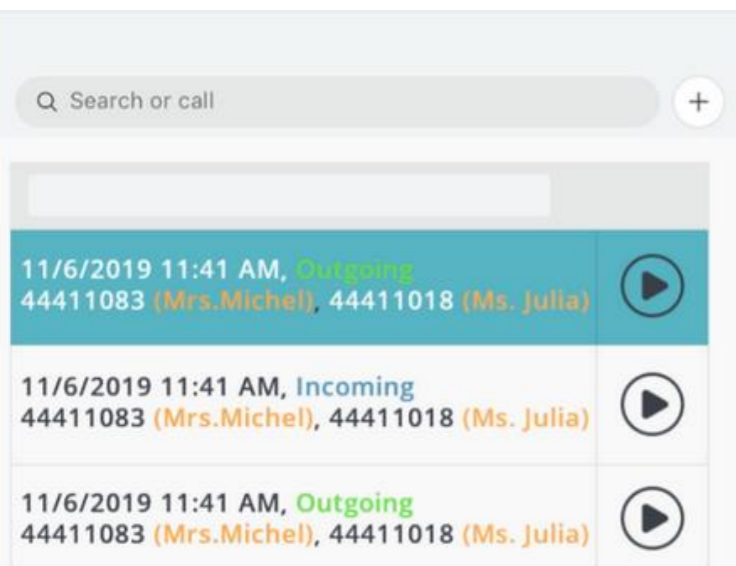
Search and play recordings

Archive and manage recording lifecycle



Enjoy built-in integration options

- ✓ attach **UCCX/UCCE/PCCE** info to call recordings
- ✓ embed UI into **Cisco Jabber and Cisco IP phones**
- ✓ integrate with **Cisco MediaSense**
- ✓ embed client recordings into **CRM software**
- ✓ fetch caller name from **CRM/ERP and any DB**



Screen recording

Capture and store the agent screen from the beginning of the call until the end of the wrap-up time

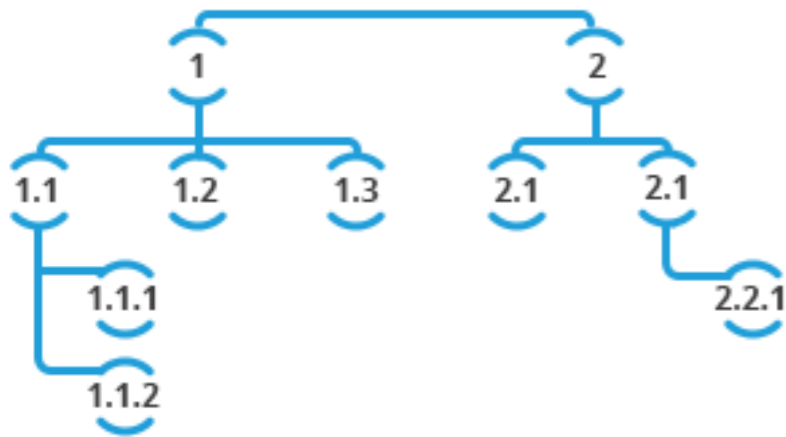
The screenshot displays a 'Mediaplayer' window with the following elements:

- Audiostream:** 18:52:38 - 18:52:48 (00:00:10)
- Videostream:** 18:52:38 - 18:52:54 (00:00:15)
- Background CRM Lead Form:**
 - Business Info:** DBA: Super Audio Inc., DBA Address: 856 Park Ave Y, New York, City: New York, State: NY, ZIP: 10016, Phone: 412-654-8411, Alternative #: 445-711-1111.
 - Contact Info:** Primary First Name: Simon, Primary Last Name: Joe, Primary Email: simon@superaudioinc.com, Cell: 2121549558.
 - Other Info:** Gatekeeper First Name: Elvin, Monthly Volume: 500K-1M, Multi-location?: checked.
- Current Lead Status:** Category: Merchant Qualifying, Status: Appointment for Presentation Set.
- Assigned Users:** List of users including Watson (Caller), Tony German (Sales Rep), Victor SM (Caller), Bob Henry (Sales Manager), and Linda (Sales Manager).
- Actions:** Duplicate, Link, Board Merchant.

At the bottom of the Mediaplayer window, there is a playback control bar with a play button, a progress indicator showing 00:00:07, and a total duration of 00:00:15.

Silent monitoring and whisper coaching

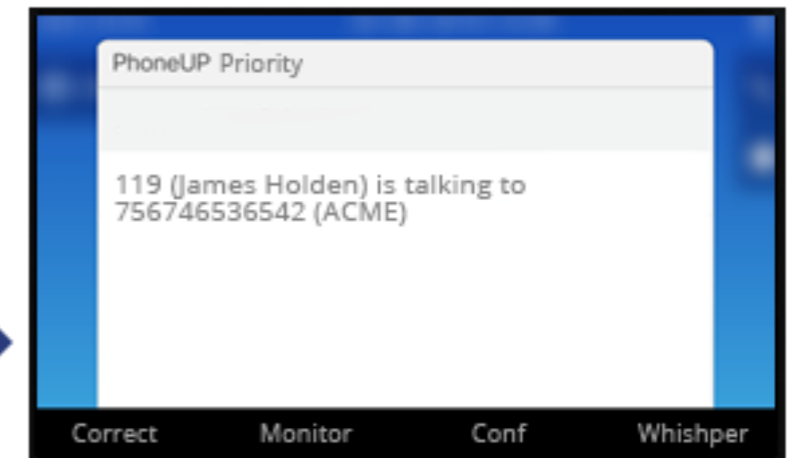
Configure user access levels



View the calls of your team

History	Monitor	Transfer	Pack
	119 active call ACME		
	114 active call Start Systems Inc.		
	111 incoming Unknown		

Monitor and whisper



- ✓ **Monitoring** – supervisor monitors phone the calls of his team
- ✓ **Whisper Coaching** - supervisor speaks to the agent without customer hearing

More to come soon

Speech analytics

- ✓ **Call analysis** – call transcribing, categorization and scoring
- ✓ **Agent coaching** – monitoring and optimizing agent performance
- ✓ **Alerts** – notifies agents or supervisors based on customer interaction indicators

Powered by



Voice biometrics

The system allows you to manage the database of known fraudster voiceprints.

The embedded biometrics engine uses this database to detect fraudsters during live calls and alert agents instantly.



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