



Software for Enterprise Communications and Contact Centers

Aurus PhoneUP

An application suite
for Cisco Collaboration



Solution
Partner



Aurus portfolio

PhoneUP

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

@CMS+

Power your CMS investments with a pool of new features

RichCall

Customer collaboration platform with video and co-browsing

Outbound

Complete outbound solution for proactive customer engagement



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

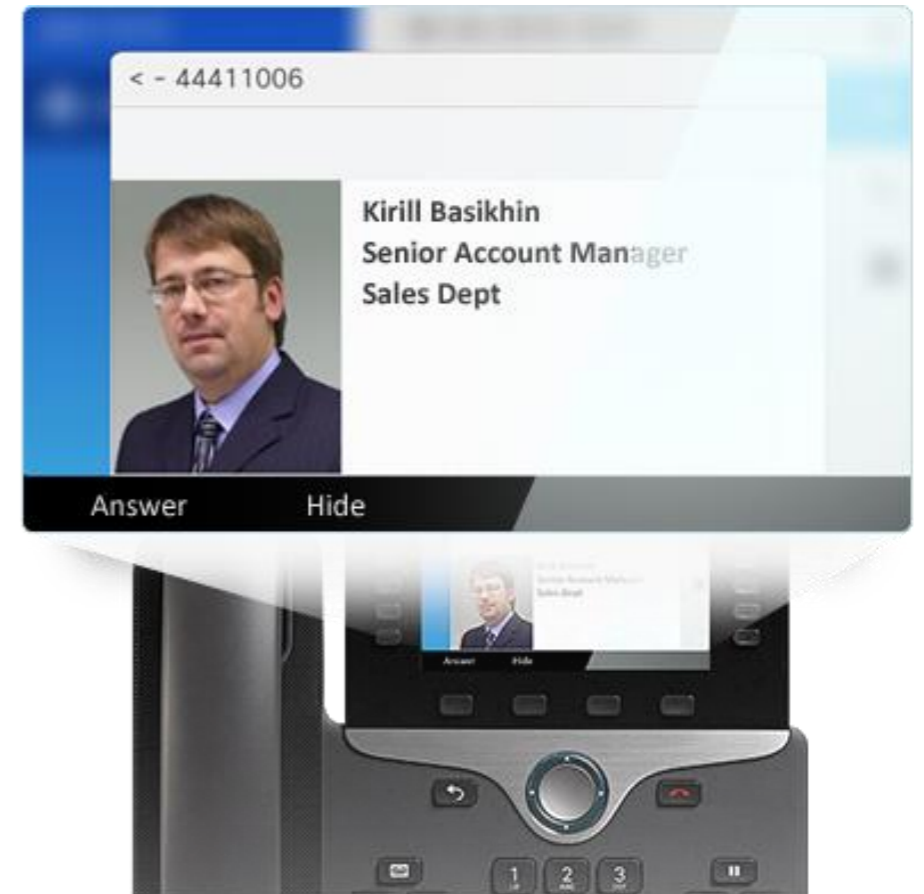
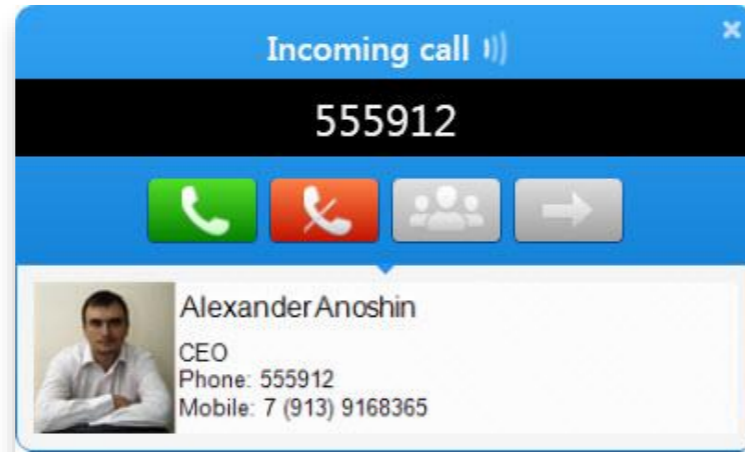
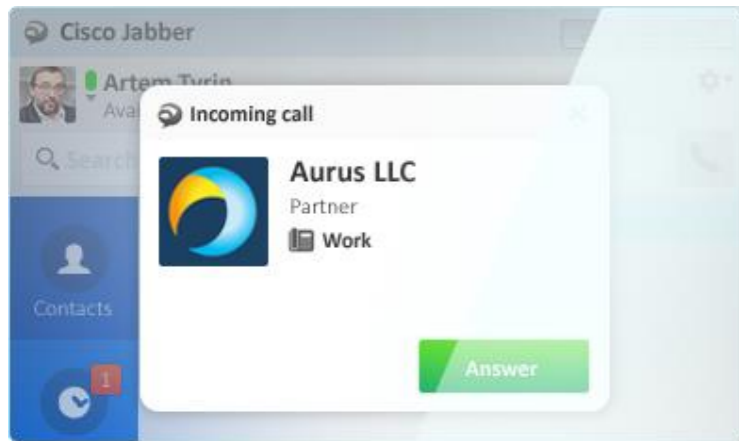




Enterprise phone directory

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.



AD / LDAP



CRM



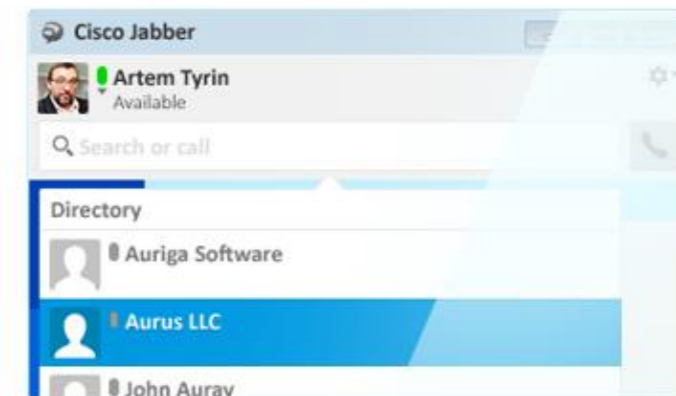
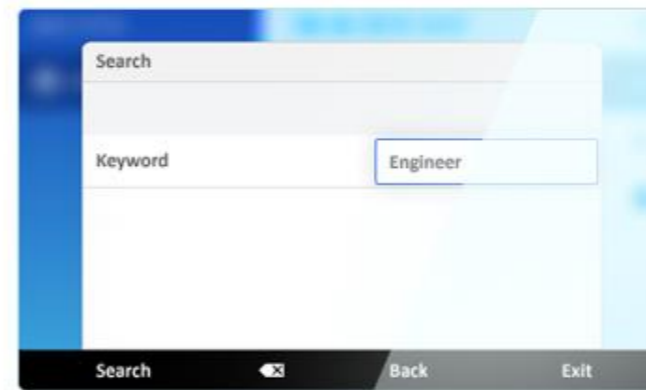
ODBC



CSV, XML



ERP



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 contains a table with the following columns: Start date, End date, Duration, Type, Phone line, Participants, Extra, Call ID, and #. The table lists several calls, including outgoing and incoming calls with their respective dates, durations, and participants. A 'Create Filter' button is visible below the table, and an 'EXPORT' button is at the bottom left.

Start date	End date	Duration	Type	Phone line	Participants	Extra	Call ID	#
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.



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
Partner



Advanced conferencing

Schedule and protect

- ✓ Use MS Outlook or personal web-area to schedule **PIN-protected meetings**
- ✓ Configure dedicated rooms protected by **Caller ID** for regular meetings with the team

01:00

- James Holden**
Phone 199
Engineer
- Alexander Anoshin**
Phone 8 913 916 8365
CEO
- Kirill Basikhin**
Phone 8 913 916 8365
Business Development Manager

Control buttons: Pause (II), Mute (Microphone with X), and Pin (P).

FILE MEETING INSERT FORMAT TEXT REVIEW

Calendar Forward New Conference Scheduling Assistant Online Meeting Online Meeting Meeting Notes

Actions PhoneUP Online Me... TeamViewer Meeting N

You haven't sent this meeting invitation yet.

To... Subject Location Start time Tue 8/27/2013 11:00 AM End time Tue 8/27/2013 11:30 AM

---HOW TO JOIN ---
To join dial 5000 and enter PIN 6472

Or you call dial:
202892186@cms.acme.com - for video endpoint, CMA, Cisco Jabber or Skype
12186 - for company phones.
To have the system call you when the meeting starts click
<http://cmsplus.acme.com/e2e8d0c5-a856-3b41756d6aed/schedule/callee>.

Conference control provided by PhoneUP Console

- ✓ see who's joined
- ✓ add more parties with a single drag-n-drop
- ✓ disconnect any participant

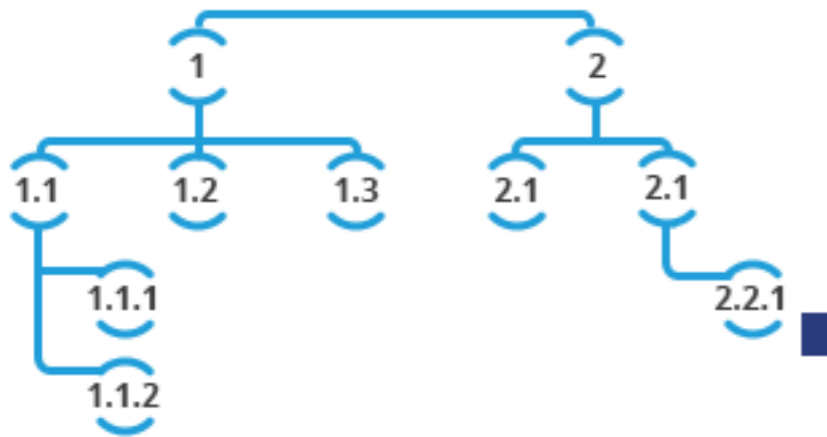


Solution Partner



Silent monitoring and whisper coaching

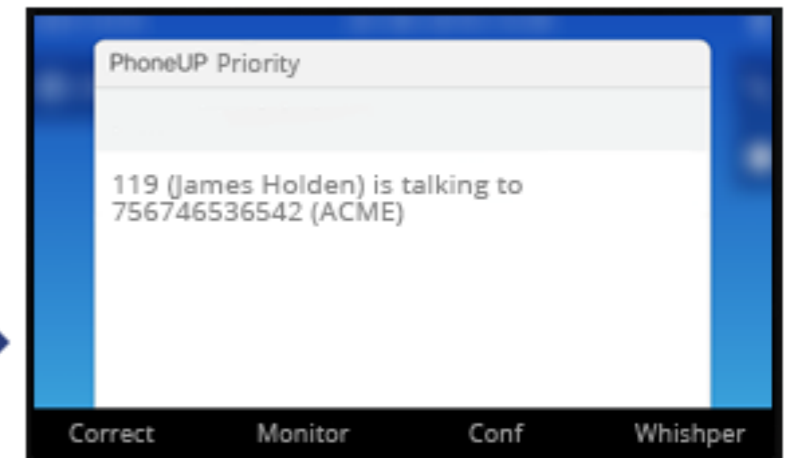
Configure user access levels



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;

✓ **Barge** – – when monitoring, supervisor can connect to the call (ad-hoc conference);

✓ **Forced Connection** – allows to connect with a busy line forcibly (the current call puts on hold);

✓ **Premise Audio-monitoring** – activate the speakerphone of any Cisco IP phone remotely and listen to what happens in a room.



XML-services and IP phone customization

Build your own apps for Cisco IP phones:



Integrate with IP cameras:



Customize IP phone background in bulk:

(next release)

