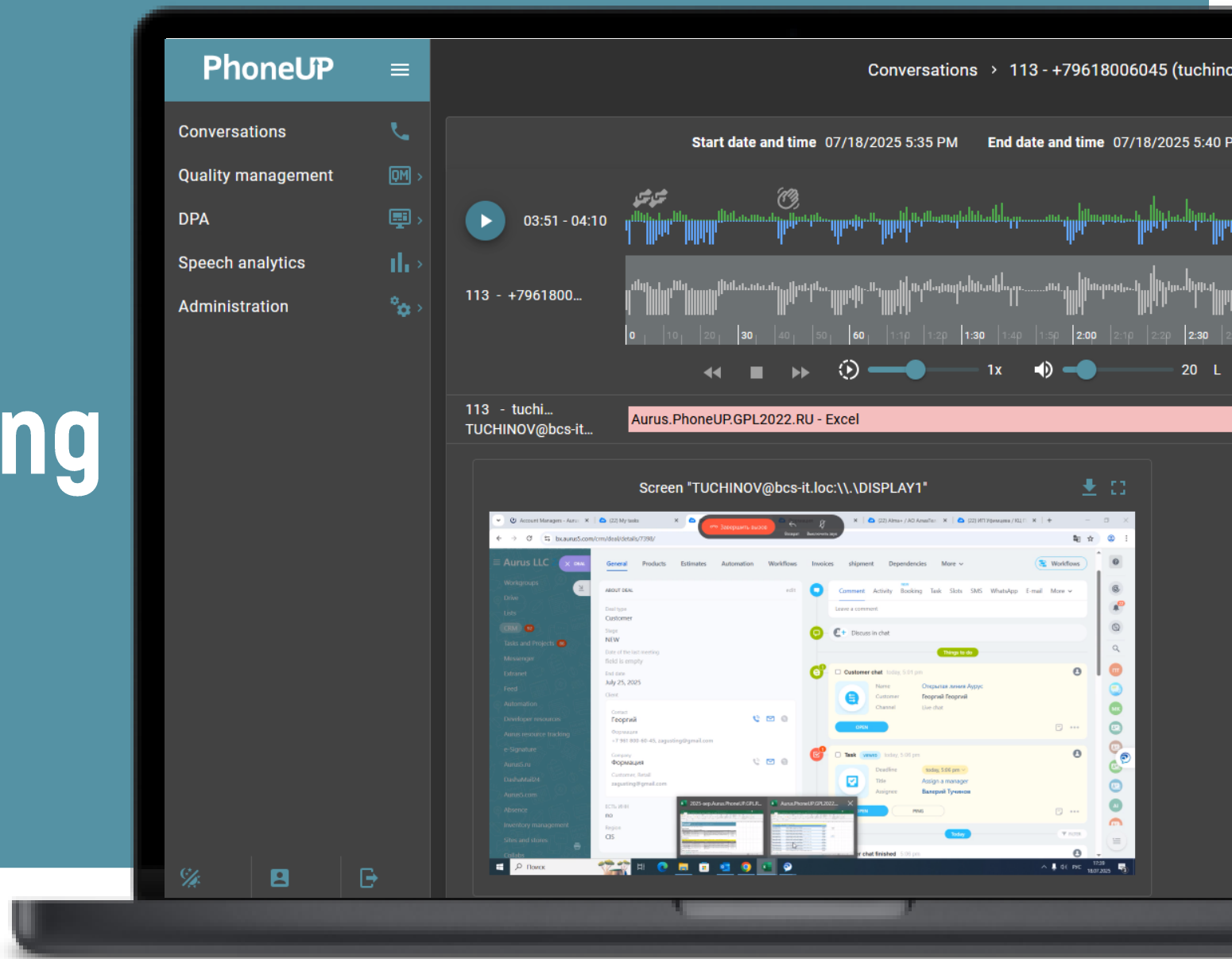


PhoneUP

What are your agents really doing during calls?

Speaker: Alexandr Anoshin



We develop software solutions for enterprise collaboration and contact centers

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Call recording
and contact center WFO

RichCall

Live video channel
for contact centers

Outbound

Outbound dialer



Exclusively for Cisco on-premise collaboration

CMS+

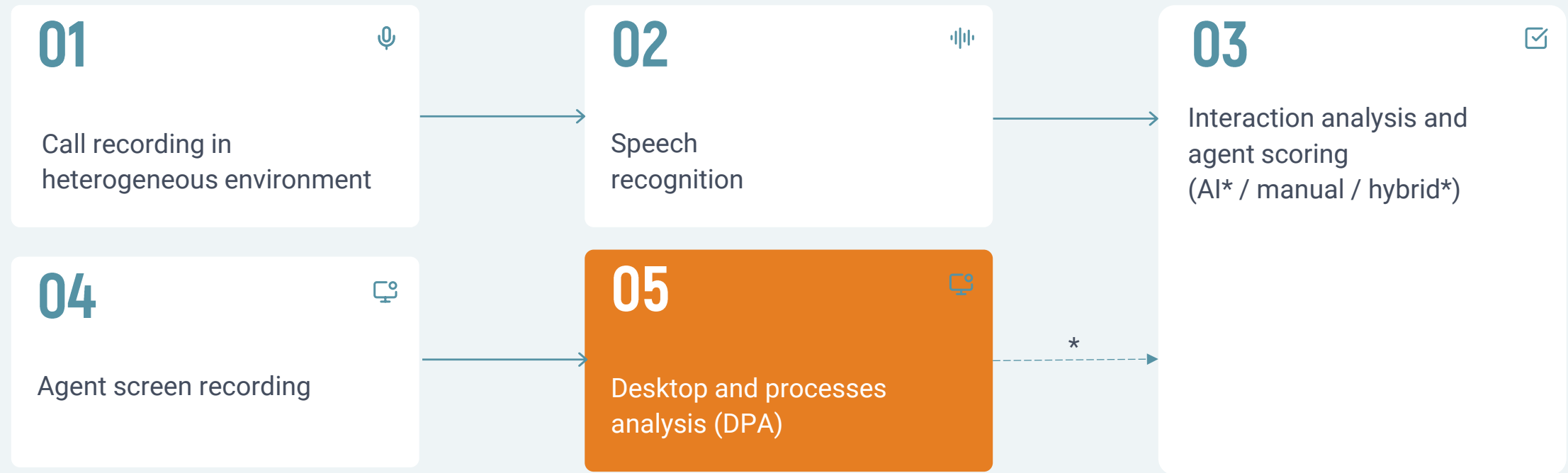
Add-Ins for Cisco
Meeting Server

PhoneUP^{apps}

Productivity apps
for Cisco UCM

All-in-one solution for enterprise communications recording and analyzing

PhoneUP



* ETA Q4 2025

What exactly is DPA ?

PhoneUP

Start date and time 07/21/2025 1:30 PM End date and time 07/21/2025 1:35 PM Duration 00:05:15

113 - tuchi...
TUCHINOV@bcs-it... (25) Contacts (2) (25) Octobank - Google Chrome

00:01 **Agent:** Hello, my name is Sarah, how can I help you today?
 00:02 **Customer:** Hi, I'm having trouble with administrator access
 00:03 **Agent:** Okay, configuring granular permissions, right?
 00:07 **Customer:** Yes. Logged in as admin, but no access level options
 00:14 **Agent:** Got it. Look at the left panel
 00:18 **Customer:** Okay.
 00:21 **Customer:** 'Administration', I see it
 00:24 **Customer:** Click 'Administration'. See 'User Roles', 'Permissions'?
 00:29 **Agent:** 'User Roles'. Clicking...
 00:32 **Customer:** Edit or create roles with granular permissions there. See it?
 00:33 **Agent:** Yes! 'Edit Permissions'! Found it! Thanks!
 00:37 **Customer:** Great! Anything else?
 00:46 **Customer:** No, that's it. Thanks!

Screen "TUCHINOV@bcs-it.loc:\.\DISPLAY1"

Applications used by the agent during the call and wrap-up time

**“Why do my agents keep
customers on hold?”**

Approach 1 – examine screen recordings

PhoneUP

- Select recordings with long on-hold periods
- Examine each recording manually to understand the on-hold cause

Start date and time 07/21/2025 1:30 PM End date and time 07/21/2025 1:35 PM Duration 00:05:15

01:17 - 05:15

1x 20 L 20 R

Screen "TUCHINOV@bcs-it.loc:\\.\\DISPLAY1"

Aurus LLC

Deal type: Customer

Step: Meeting

Date of the last meeting: Field is empty

Est date: December 31, 2024

Client:

Company: Евгений Шех

Address: Директор Департамента ИТ и маркетинга АО "Октябрь" +998 94 665 00 25_yevgeniy.shekh@octobank.uz

Company: Карпов Ильяш Александрович

Address: директор департамента ИТ +998 91 202 50 33 Show address

Company: Octobank

Customer: Finance

IC7L 48-81

NO

Comment: Activity Booking Task Slots SMS WhatsApp E-mail More

Leave a comment

Discuss in chat

Things to do

Task news July 18, 3:18 pm

Deadline: Wed, July 23, 12:00 pm

Title: Октябрь, Мундо совещать с Катериной и организацией ДЕ...

Assignee: Валерий Тучинов

Task update update July 18, 1:44 pm

Deadline: Wed, October 1, 12:00 pm

Title: Октябрь, Fallays

Assignee: Валерий Тучинов

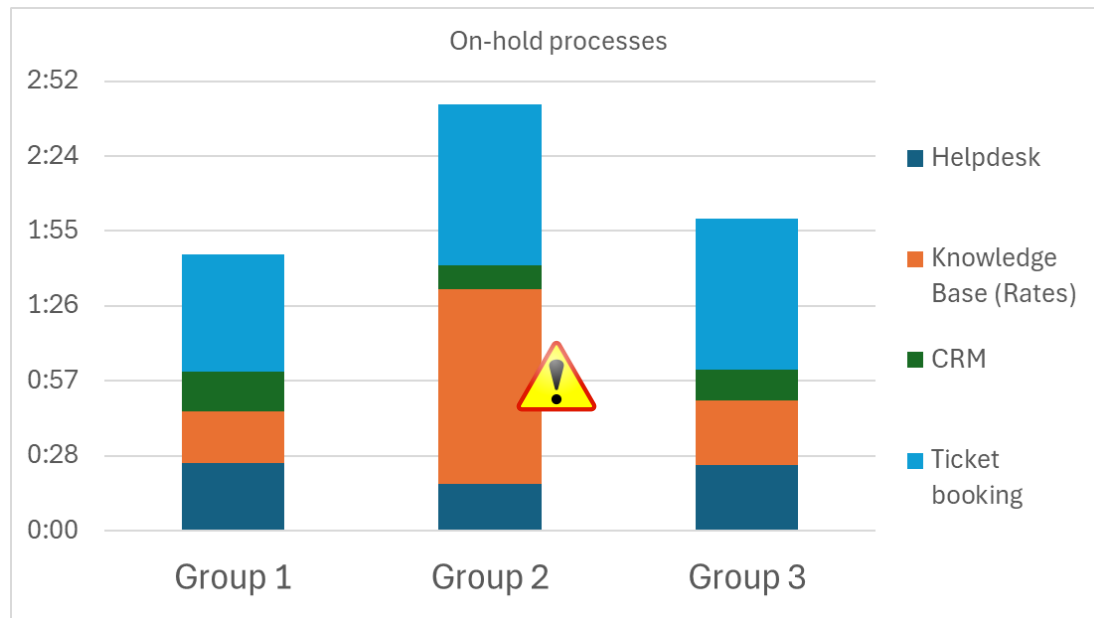
July 18

13:31 21.07.2025

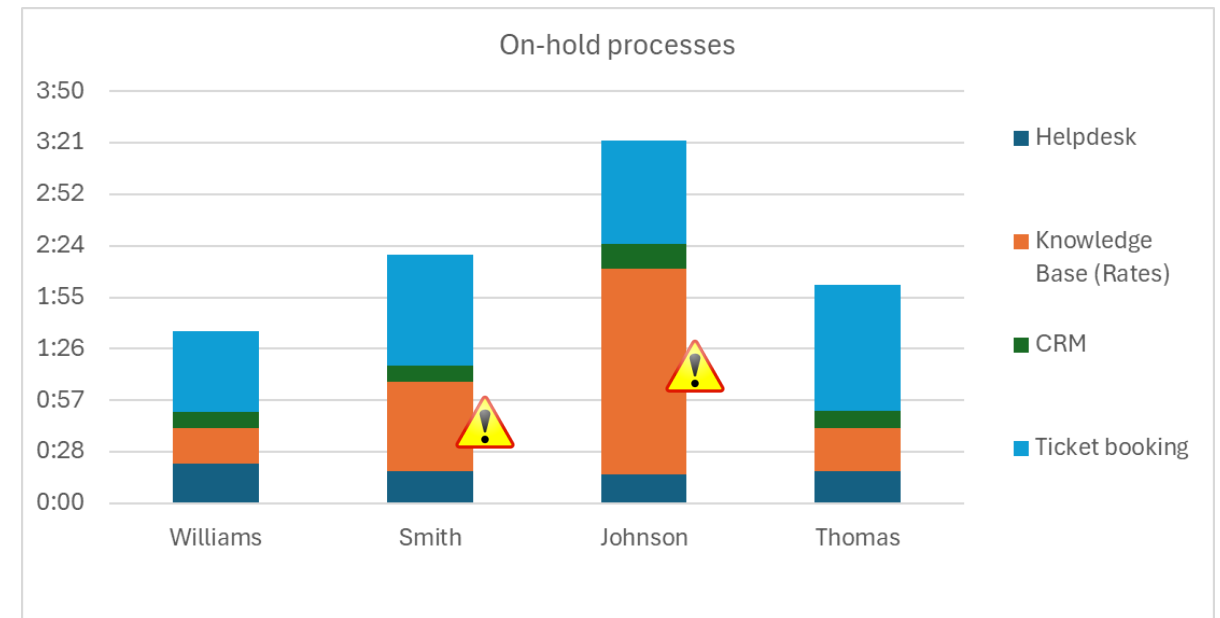
Approach 2 – DPA report

PhoneUP

- Examine 100% screen recordings with DPA reports
- Identify areas for improvements.
- Watch the certain segments of screen recordings to understand the root cause



The report shows that Group 2 spends significantly more time searching for information in the knowledge base, while keeping customers on hold



Diving deeper into the report reveals that Smith and Johnson are the ones who have difficulties with the knowledge base. Now you can view the screen recordings of these agents to identify the exact reasons.

LIVE DEMO

DPA feature-set

PhoneUP

1. Agent desktop activity reporting

Working on top of screen recording the DPA module:

- tracks the applications used by agents during the call and wrap-up time
- combines applications and specific pages into “Processes”
- analyzing the time spent on different applications to identify bottlenecks.

2. Desktop triggers (roadmap)

Desktop triggers capture specific events on an agent's desktop:

- agent launches the UI to enter CC details ----> pause the recording
- agent launches specific application ----> mark the interaction with a tag

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