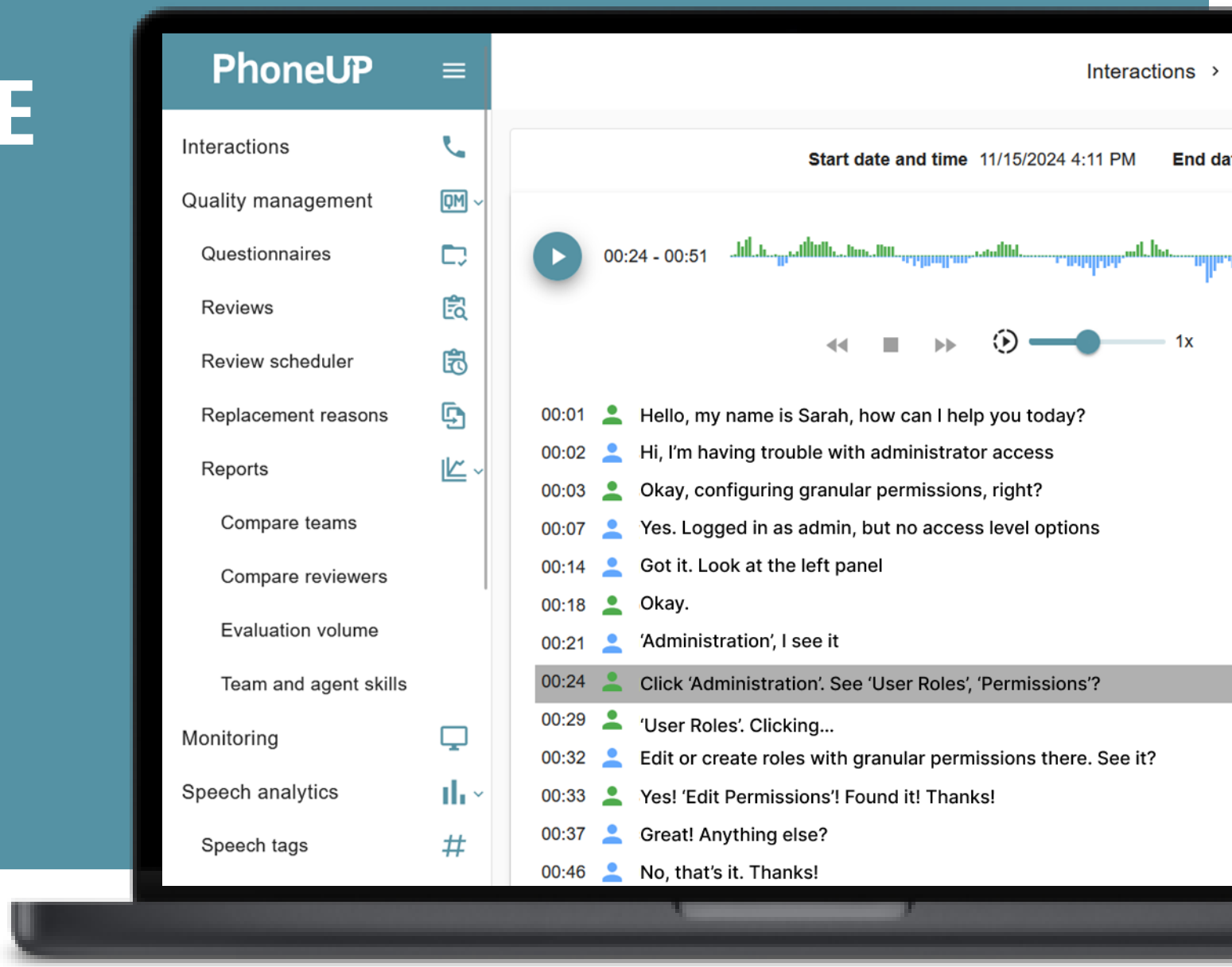
PhoneUP

RECORD AND ANALYZE YOUR ENTERPRISE COMMUNICATIONS

- Compliance recording
- Contact center quality management



aurus

We develop software solutions for enterprise collaboration and contact centers

Cisco Solution Partner since 2015

Our portfolio for enterprise collaboration

aurus

PhoneUP

Recording and analysis of enterprise and customer communications

- Compliance recording for on-premise collaboration
- On-premise call recording for cloud communications
- Speech recognition and speech analytics
- Screen recording and desktop analytics
- Contact center quality management

RichCall

Live video channel for visual CX

- Live video assistance for a website
- Online video showroom
- Visual support
- Video kiosk

Outbound

Outbound dialer and notification system

- Employee notifications
- Mass customer calls
- Email and SMS support functionality

CMS+

Add-Ins for Cisco Meeting Server

- Advanced meeting scheduler
- Live meeting streaming
- Recordings portal
- Conference control tool

Exclusively for Cisco Collaboration

PhoneUP APPS

Productivity apps for Cisco UCM

- Enterprise directory
- Attendant / operator console
- Audio / text paging
- Phone lock and EM SSO
- IP phone apps designer
- Secure audio conferencing

Exclusively for Cisco Collaboration

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

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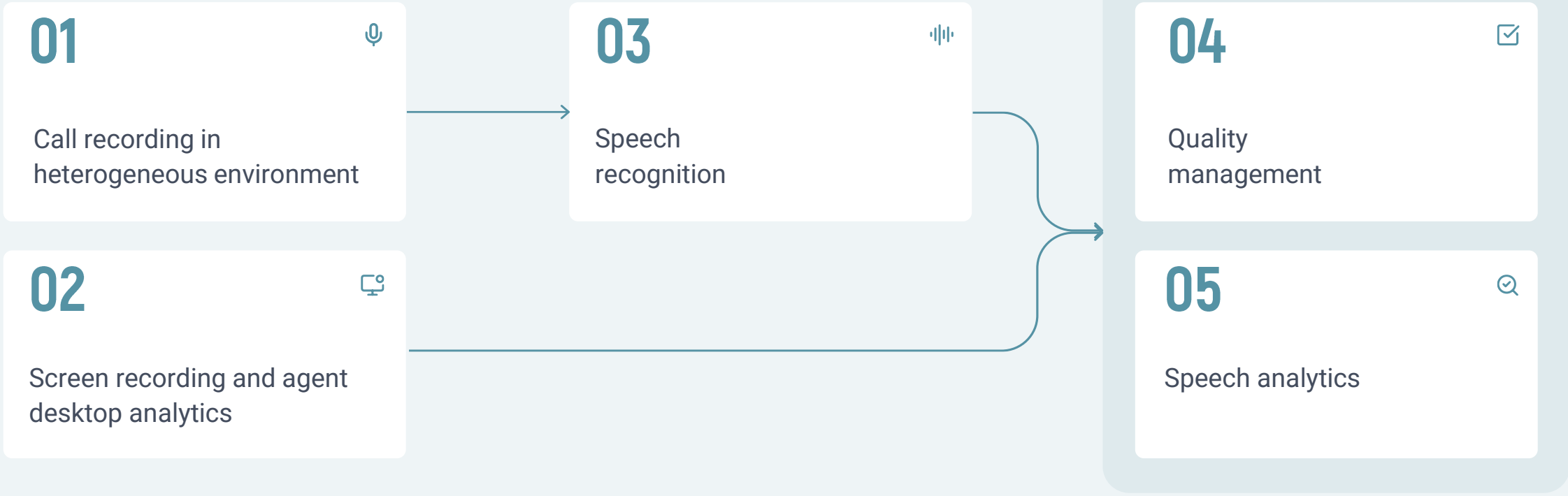

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Enterprise communications recording

01

Features and benefits

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Employee phone call recording

- Customer service quality management
- Enhancing enterprise security
- Compliance with regulatory requirements

Third-party recording import into a unified archive

- A single interface for fast recording search
- Simple maintenance (unified users, roles, access rights, lifecycles)

Advanced security for recording storage

- Compliance with corporate security policies
- Compliance with regulatory requirements

Call Recording

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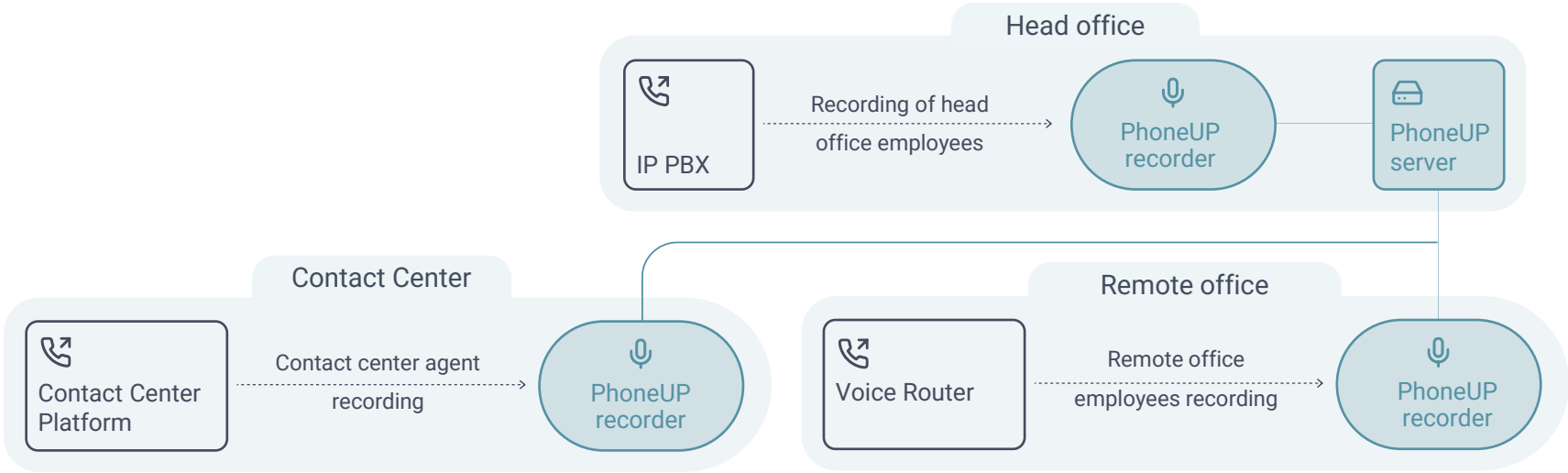
Distributed HA deployment with multiple recorders:

- SIPREC
- SPAN/RSPAN
- Cisco BiB / CUBE forking
- Proprietary recording approaches
- Import recordings from 3rd party systems — radio communications, dispatch consoles, video conferencing
- SRTP recording



Media lifecycle engine designed to utilize the storage effectively

Configure multiple lifecycles to automatically move or archive recordings

01 · New recordings

- stored on a fast storage for quick access
- maximum quality (WAV)

→

02 · Convert to MP3

- to save the fast storage space

→

03 · Move to archive

- for long-term storage

Support for all communication channels

Office

- Enterprise telephony
- Cloud communications
- Mobile calls (FMC)
- Video conferencing*


Any IP PBX

Contact Center

- Contact center with metadata processing
- Chat platforms*
- E-mail*

Offline meetings

- Points of sale and branches
- Personal meetings*

- Microphones*
- Audio badges

Unified interface and data security

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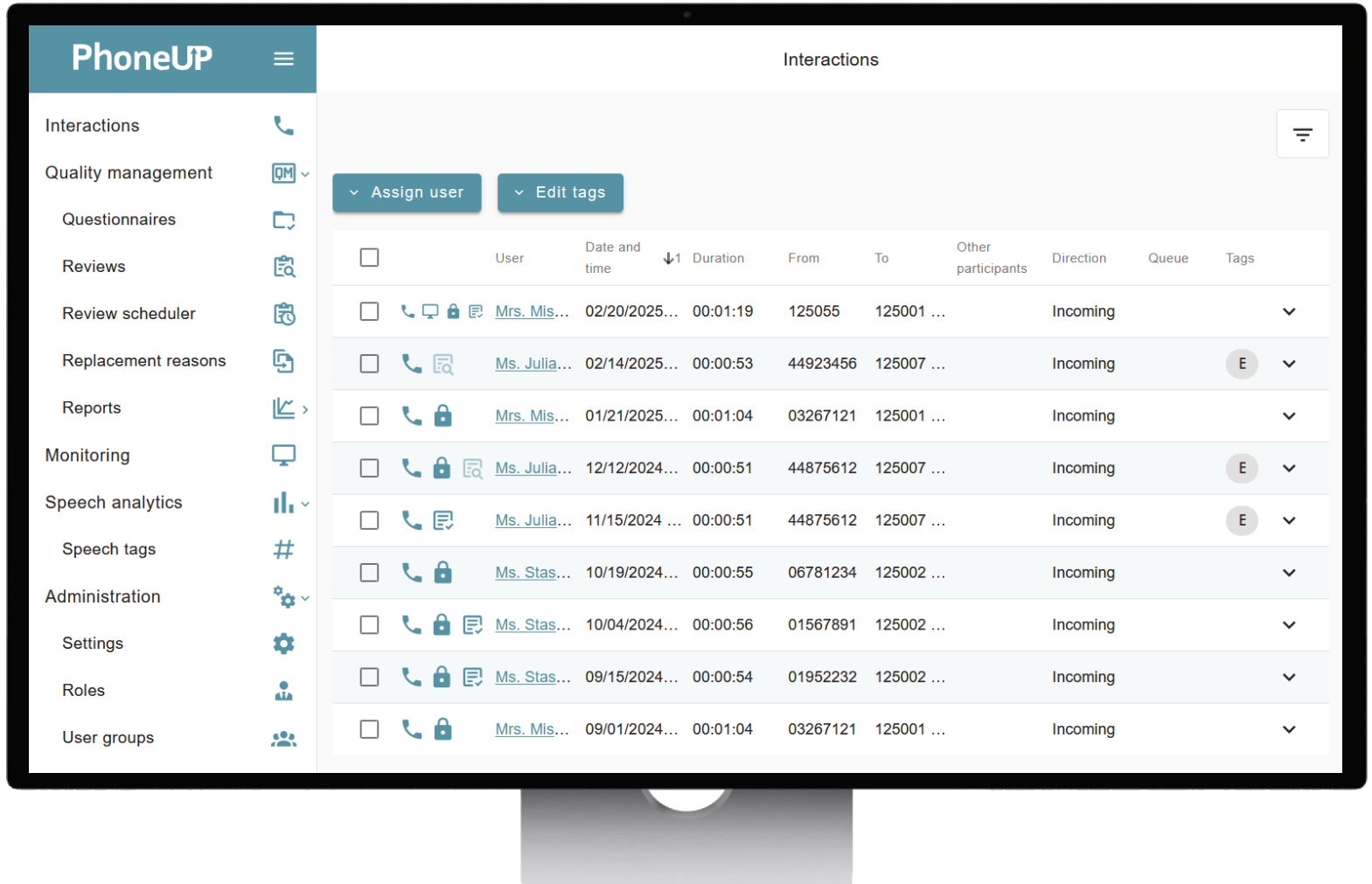
Unified interface for all recordings:

- search and filter builder
- tagging
- contact center metadata
- integration with 3rd party CRM/Helpdesk
- multi-segment calls support
- user-friendly player

Data security:

- AD / LDAP integration
- granular role & permission control
- audit log to track user activity
- personal data encryption*
- secure web applications (TLS 1.2)
- media storage data encryption
- transmitted data is protected with SRTP

** In upcoming releases*



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Screen recording and agent desktop analytics

02

Features and benefits

PhoneUP

Capture the agent screen during a customer call

- Detecting operator errors in software usage
- Preventing operator misuse
- Remote operator monitoring

Agent desktop analysis

- Identifying operators requiring software training
- Identifying software requiring optimization
- Verifying operator usage of approved software

Application triggers*

- Call recording is paused when the agent is in the card number or codeword entry interface
- If the agent used specific software during the call, the recording is marked with a special tag

** In upcoming releases*

Screen recording

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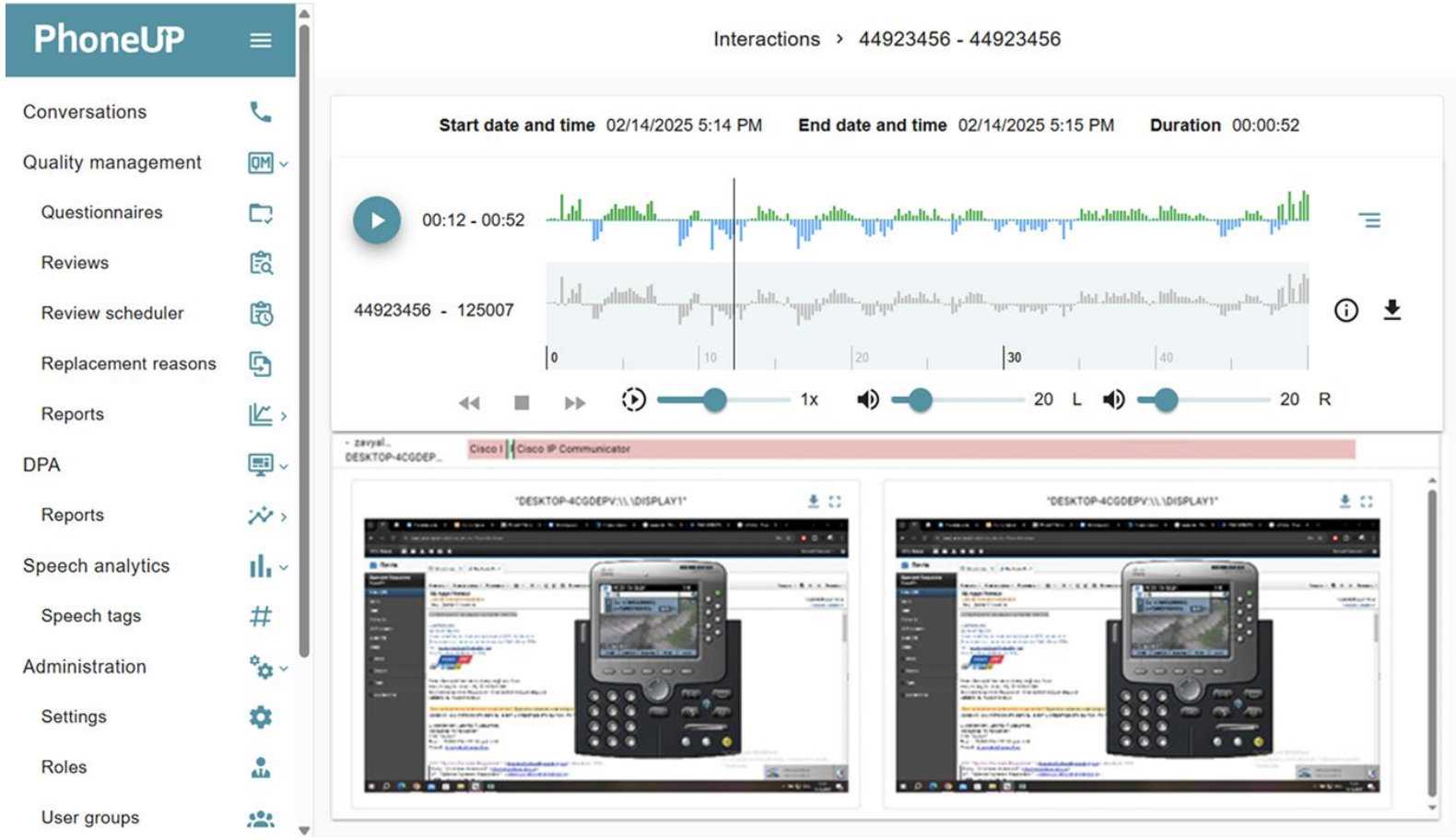
Analyze operator performance and enhance customer interactions with our screen recording module.

This enables improved operator quality control, staff training, software optimization and enhanced data security.

- Configurable wrap-up time
- Multiple displays support
- VDI support
- Triggered recording from external systems
- Streaming recording
- Local recording*
- Real-time screen monitoring*

** In upcoming releases*



Desktop analytics

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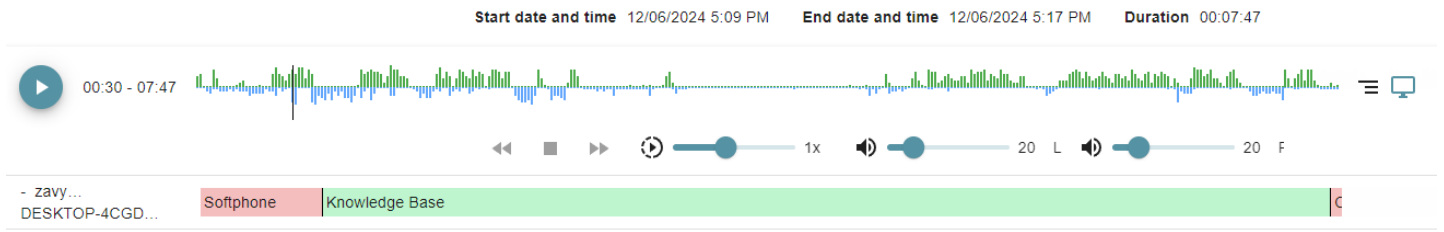
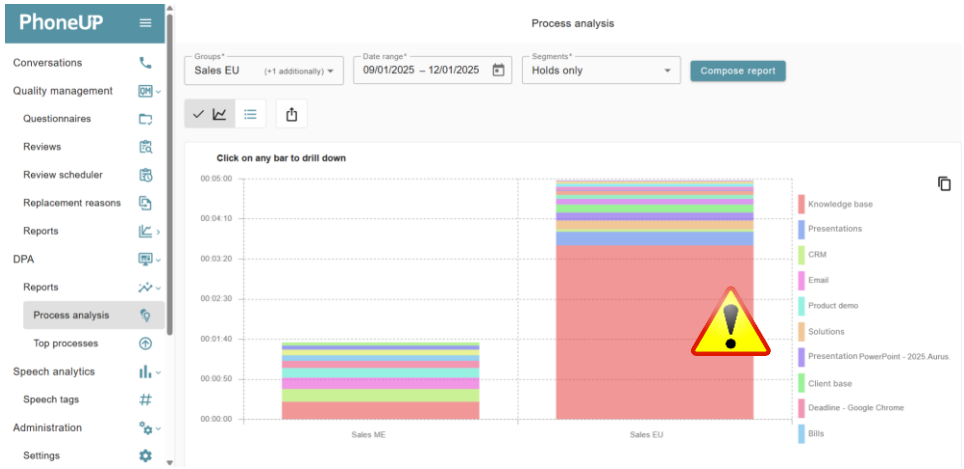
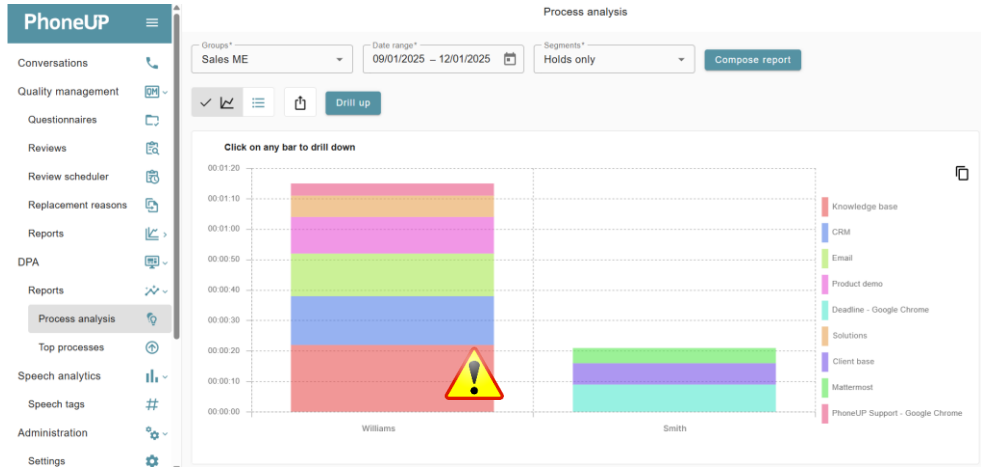
- Apps used by the agent during the call are shown below the waveform
- Configuring “processes”
- App and processes reports
- Desktop triggers enable call marking based on operator PC actions, and the automatic pause / resume of recordings





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 Williams is the one experiencing difficulties with the knowledge base. Now you can view the screen recordings of this agent to identify the exact reasons.

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03

Speech recognition

Features and benefits

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Speech recognition

- Save time reviewing call recordings (reading is faster than listening)
- Automatic meeting transcription*
- Integration with DLP*

** In upcoming releases*

Keyword search

- Fast call recording search
- Assists in incident investigation and abuse prevention
- Corporate ethics compliance monitoring

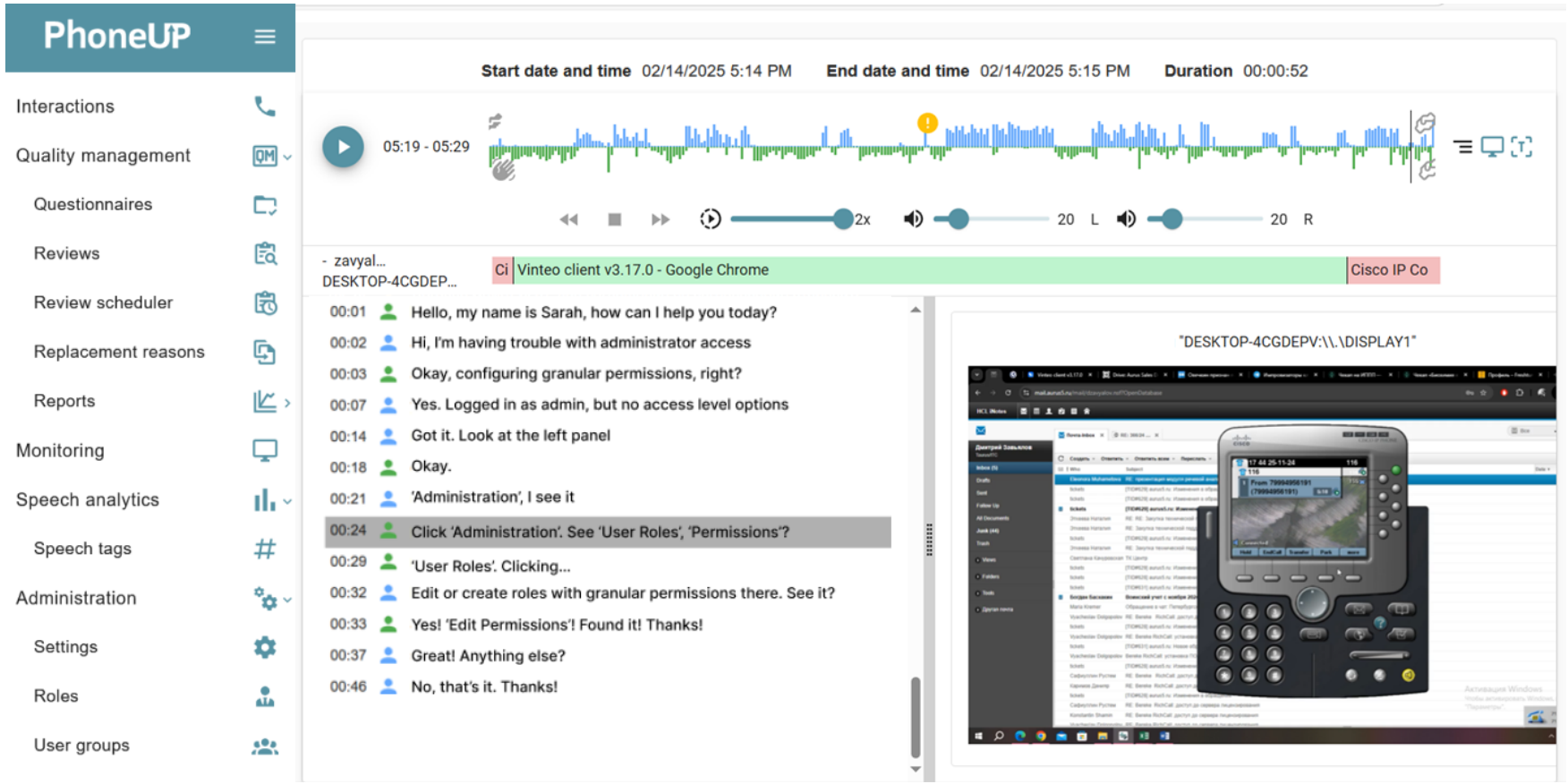
Automatic notifications

- Security notifications for “suspicious” conversations
- Contact center supervisor notifications about “negative” conversations
- Automatically send voicemail messages by e-mail

Speech recognition

PhoneUP

- Recordings with synchronized transcripts and emotion analysis.
- Supports diverse audio environments: telephony, video conferencing, radio.
- Accuracy, ranging from 87-95% depending on recording quality and speaker.
- Supports 30+ languages, including English, Arabic, and others.
- Customizable automatic email notifications for new call recordings that meet specific criteria.



Search by words/phrases

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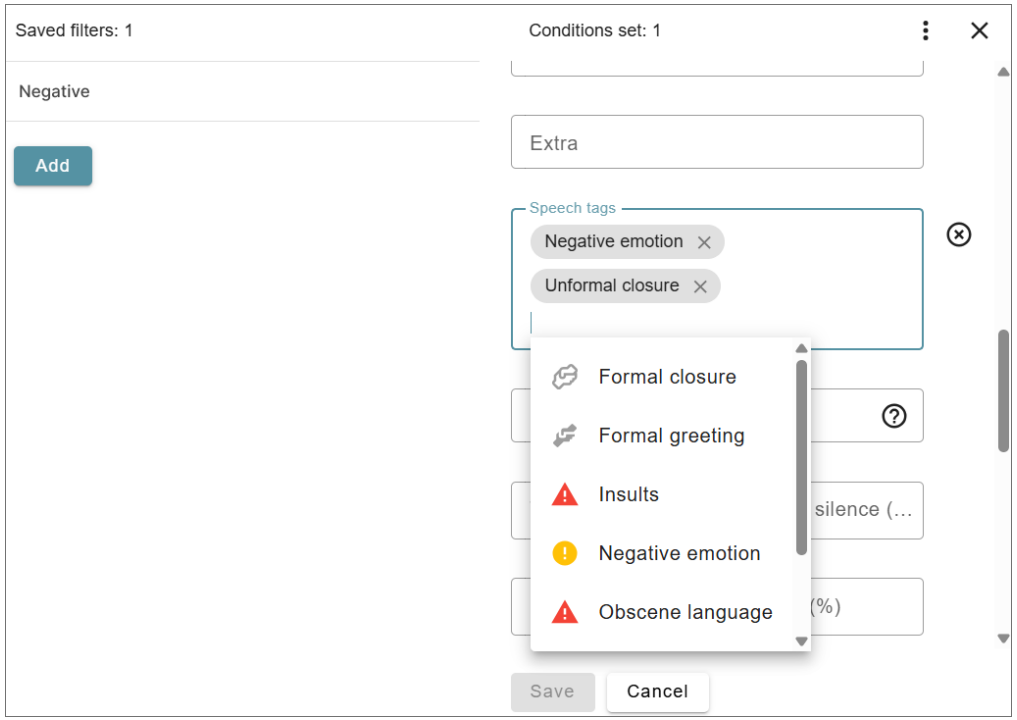
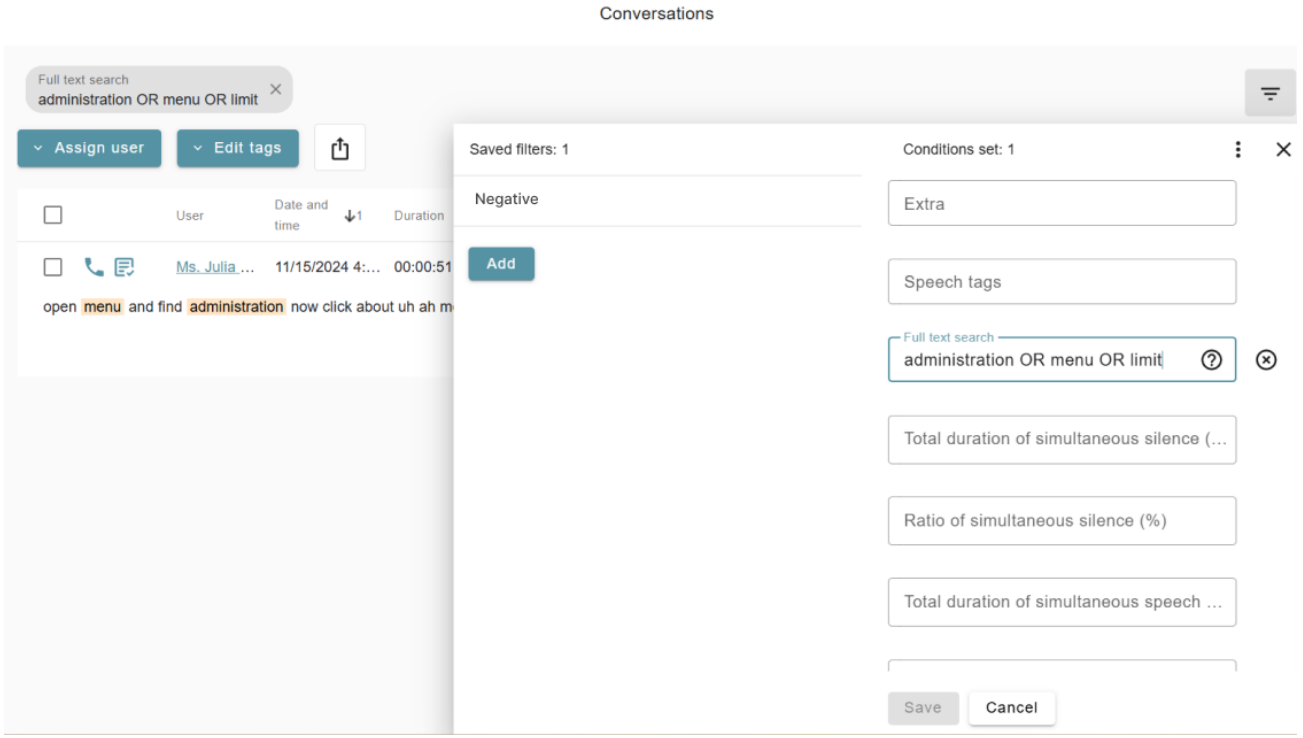


Filter panel for metadata and speech characteristics.



Full text search supports operators (AND, OR, NOT) and similar word search. Search results include the matched phrase and are sorted by relevance.

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04

Quality management

Features and benefits

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Manual call evaluation

- Time savings on evaluation planning
- Reduce errors in evaluation
- Time savings on analytics
- Agent training task management

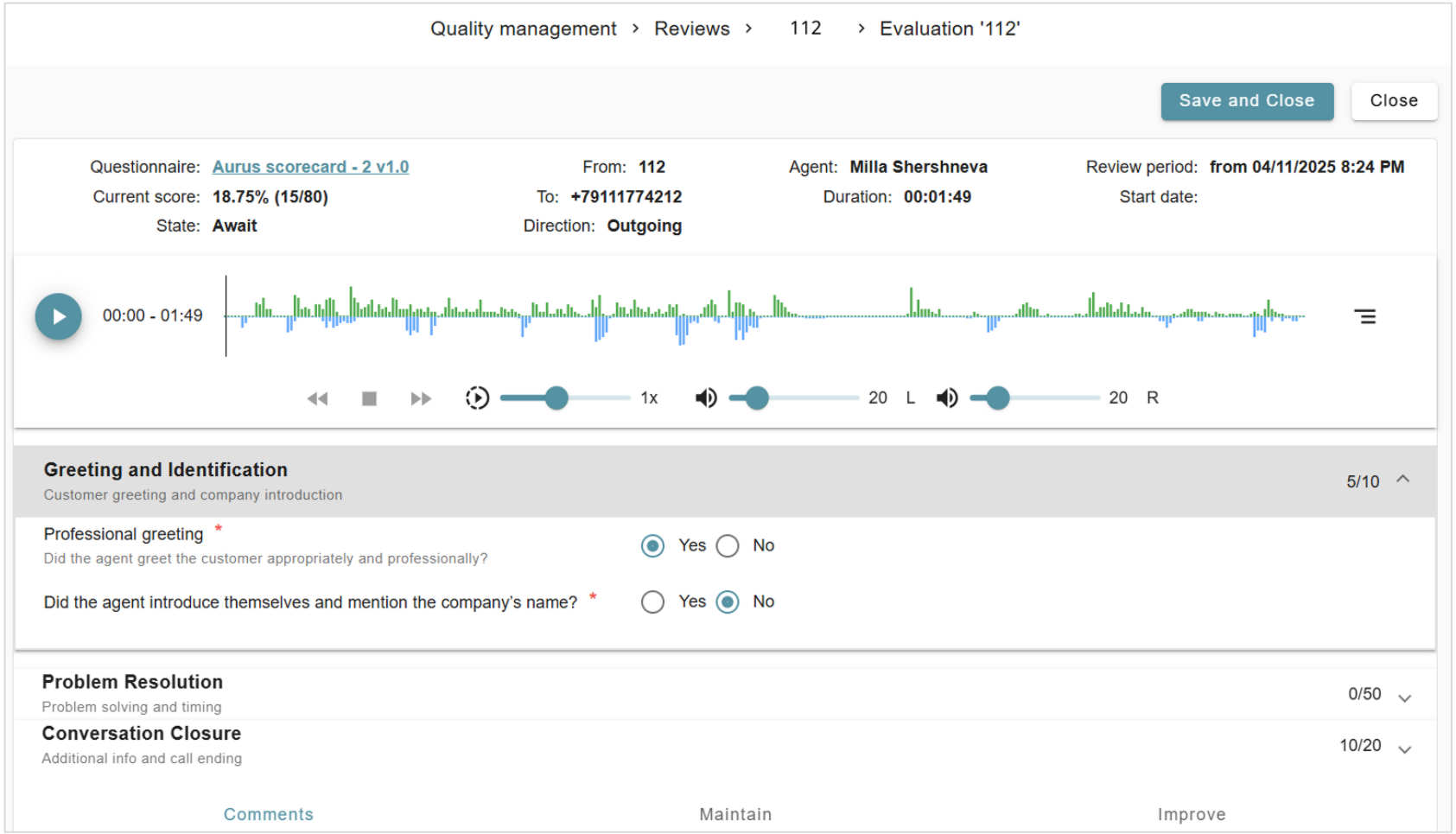
Automated call evaluation (AQM)

- 100% interaction evaluation
- Improved QM team efficiency due to hybrid review support which allows QM managers to evaluate specific conversations only

Agent evaluation

Automate customer service quality management with manual, AI-driven or hybrid evaluation (for analyzing 100% of interactions automatically and flagging deviations for human review).

1. Evaluation form builder
2. Review scheduler
3. Interaction evaluation
4. Agent feedback
5. Reporting



Automatic quality management

AI engine automatically completes the evaluation form questions, based on:

- keywords/phrases found
- LLM answers

Evaluations with low scores, critical errors, or anomalies are automatically sent for manual review.

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05

Speech analytics

Features and benefits

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Client conversation analysis

- Interaction categorization
- Identification of best practices
- Customer satisfaction analysis
- Script compliance monitoring
- Identification of product strengths and weaknesses
- Marketing effectiveness evaluation

Office employee recording analysis

- Enhancing incident investigation effectiveness
- Abuse prevention
- Corporate ethics compliance monitoring

Automated call evaluation (AQM)

- 100% conversation analysis
- Comprehensive evaluation of operator performance

Automatic conversation summarization*

- Saves time on interaction analysis
- Meeting transcription

** In upcoming releases*

Conversation analysis

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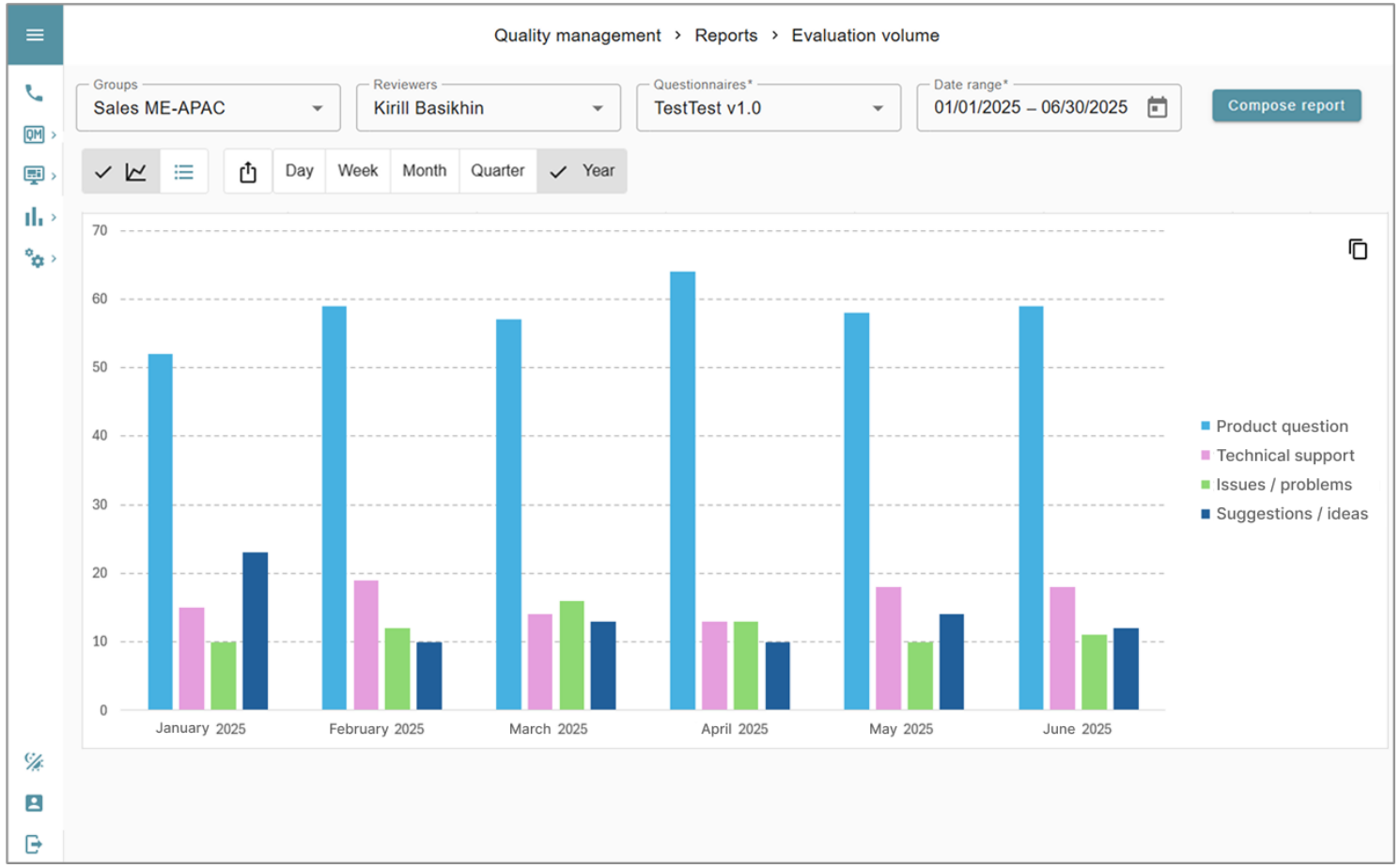
AI in PhoneUP automates conversation analysis, answering questions and classifying calls by any characteristics you choose.

Customize evaluation forms – focus on the information that matters most.

Visualize conversation trends – get ready-to-use analytics for informed decisions.



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Monitoring and whisper coaching for Cisco Collaboration

06

How it works?

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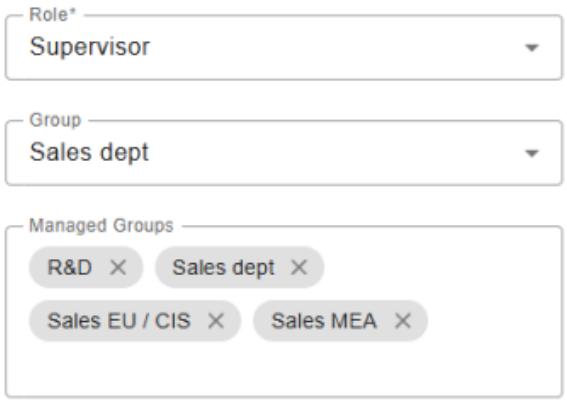
A supervisor can view the calls of the team, listen to any call in real-time and speak to the agent without customer hearing.

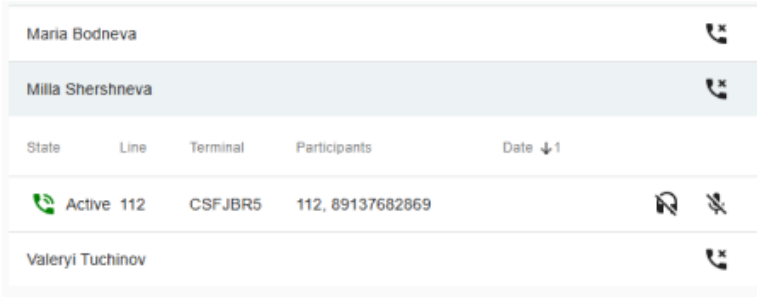
Use cases:

- Onboarding new agents
- Supervising remote teams
- Agent training

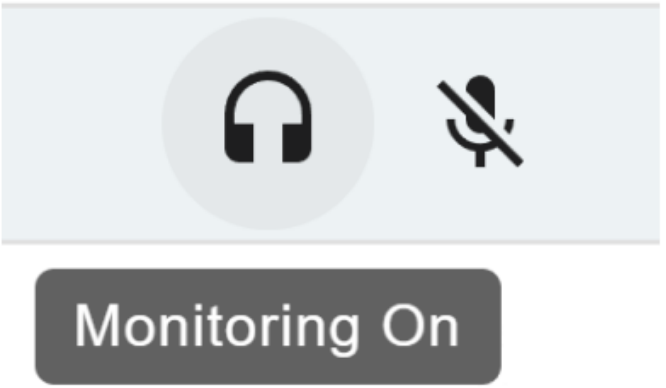
Configure user access



View the team calls



Monitor and whisper



**Available for Cisco only*

What next?

aurus5.com

- **Online demo**

Request a personalized live demo.

Discuss your tasks and business goals to make sure the product fits.

- **Full-featured 2-month trial**

Deploy the solution in your network.

We’ll provide assistance with software installation and configuration.

Still have questions?

Complete the form and
we will contact you