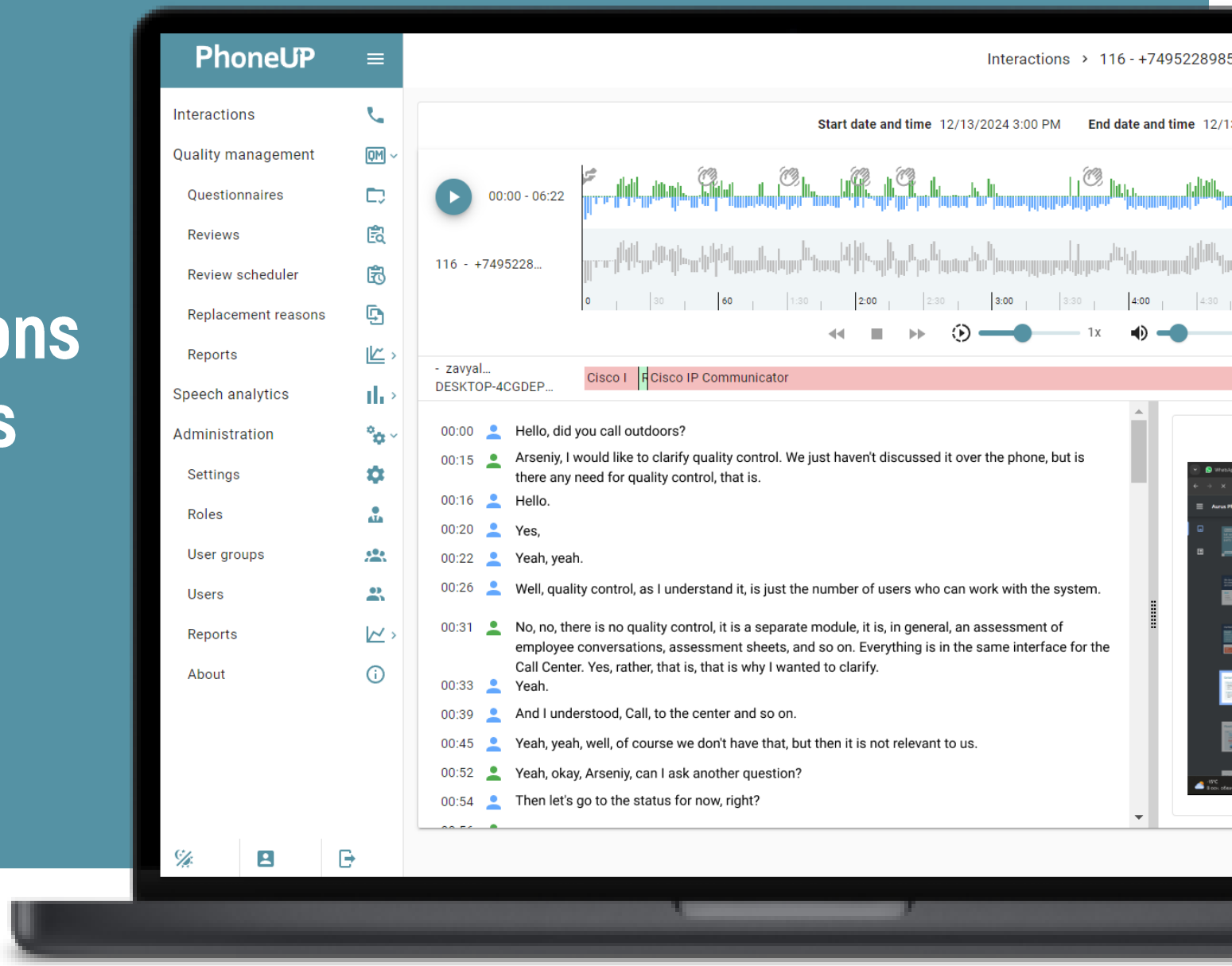
PhoneUP

Enterprise communications recording and AI-analysis

Core modules and capabilities



aurus

Solutions powered by PhoneUP

PhoneUP

Call recording, speech recognition and AI analytics

Record conversations across communication channels. Transcribe speech and search by keywords. Detect security risks and fraud.

TOOLS

- Call recording
- Speech recognition

Contact center quality management

Manual, automated and hybrid evaluations. Configurable scorecards, agent appeals and contact center reporting.

TOOLS

- AQM
- Speech analytics
- Screen recording

Speech analytics for contact centers and sales

Analyze 100% of customer conversations. Identify reasons for lost sales and sales barriers. Improve marketing ROI.

TOOLS

- Call recording
- Speech recognition
- Speech analytics
- Notifications

AI meeting transcription and minutes

Audio conferences, video meetings and in-person sessions. AI-generated transcripts and meeting minutes. Ask AI about the meeting.

TOOLS

- Meeting minutes
- Speech recognition

In-person customer interaction recording

Record conversations using microphones and audio badges. Integrate with queue management systems. Secure centralized storage.

TOOLS

- Audio recording
- Speech recognition
- Speech analytics

Screen recording and agent desktop analytics

Synchronized screen and call recording. Analyze application usage and track agent time across business processes.

TOOLS

- Screen recording
- Agent desktop analytics

Product modules

PhoneUP

01 Enterprise communications recording

- Enterprise telephony and contact center
- Mobile calls (FMC)
- Radio and dispatch communications
- Audio and video conferencing
- Personal meetings
- Points of sale and branches

Import of recordings from third-party systems*

**Available under a separate license*

02 Speech recognition

Transcription of calls and meetings, full-text search

Language model customization tool

Industry-specific terms and vocabulary

Integration with 3rd party ASR*

**Available under a separate license*

03 Speech analytics

Customizable review forms, review scheduler and reporting engine

- Manual quality management
- Automated / hybrid quality management
- Speech analytics for Contact centers and Compliance
- Automated meeting documentation

04 Screen recording

Support for Windows and Linux with configurable recording quality settings

05 Desktop analytics

Desktop user activity logging and analytical reports

LLM

Support for any LLM deployed on-premise or in the cloud*

**LLM is not supplied by Aurus*

Functional capabilities

PhoneUP

Deployment

- Linux support
- PostgreSQL DB
- Web-interface
- Syslog support
- Telemetry support (OTLP metrics export)
- On-premise and hybrid deployment
- High-availability cluster deployment
- Horizontal scalability

Integration with third-party systems

- API
- Special UI mode for embedding into 3rd party software

Security

- User role builder
- Granular access control (view/download/play/delete/configure etc.)
- Automatic user permission assignment (based on the role and the organizational structure)
- Static permission assignment (user- or group-based access to recordings)
- Audit log to track user activity
- Data encryption
- Local and domain users
- AD / LDAP integration

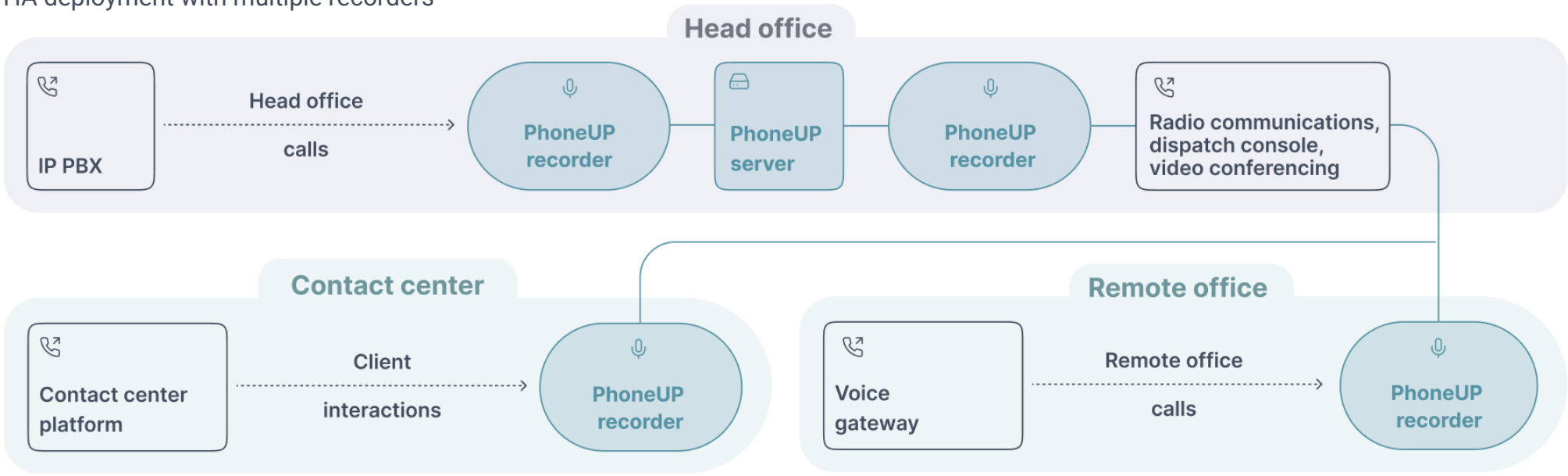
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Enterprise communications recording

01

Enterprise communications recording

Distributed HA deployment with multiple recorders



Office

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

Contact center

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

Offline meetings

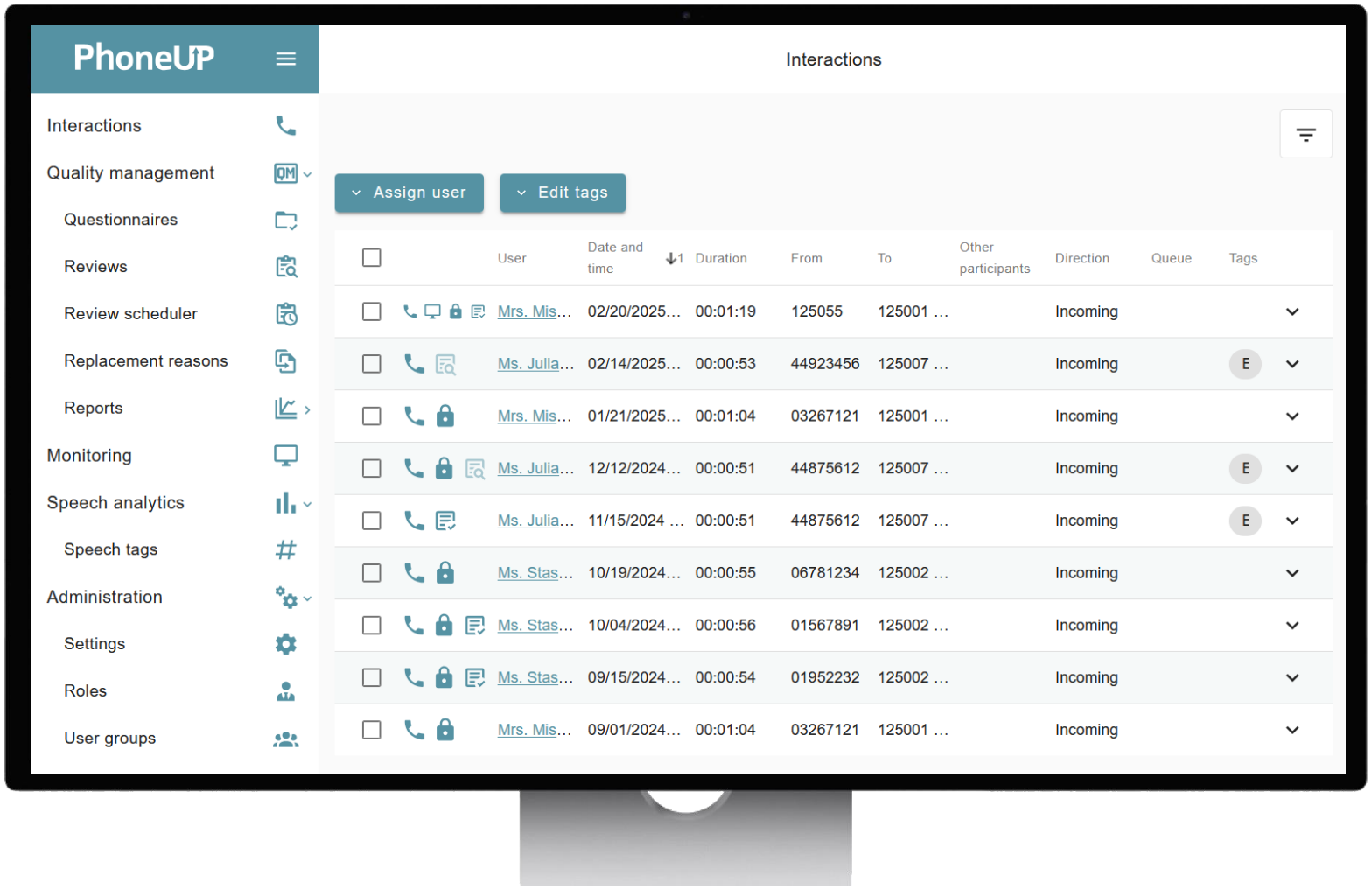
- Points of sale and branches
- Personal meetings*
- Microphones*
- Audio badges

cisco · ribbon · zoom · audiocodes · AVAYA · SPAN SIPREC

Unified interface and data security

PhoneUP

Unified interface to quickly find any 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

High-capacity storage tiers with lower performance demands

Functional capabilities

Call recording

- Distributed HA deployment architecture
- Support for multiple recorders
- Recording methods: SIPREC, SPAN/RSPAN, Cisco NBR
- Audio codecs: g711, g729, g722, iLBC, Opus
- Recording formats: wav or mp3, configurable for a DN and/or for a recorder
- Flexible recording policies for recorders, users, call directions and number masks
- Stereo call recording support
- SRTP support
- Comprehensive reporting on call recordings with customizable filters

Integrations

- Telephony systems (PBX): Cisco, Ribbon, Zoom, Avaya, AudioCodes
- Contact centers: Cisco, Avaya
- SBC platforms: AudioCodes, Ribbon
- Microphone systems

Recording import

- Configurable integration module for importing recordings from third-party systems
- Automatic data import from file systems, NFS and CIFS
- Supports import of arbitrary metadata: date/time, line details and call direction

Search and play UI

- Unified recordings list to access any recording and any storage
- Advanced filtering by date/time, lines, users and groups
- Support for custom, user-defined filters
- Recording tagging
- Recording lock
- Multi-segment interactions support
- Embedded player with wave, volume, balance, speed control
- Email notifications about new recordings fitting criteria
- Export of recording lists to CSV format

Recording lifecycle support

- Configurable recording selection rules for lifecycle policies
- Flexible retention period configuration
- Supported actions on recordings, including:
    a. automatic deletion of recordings
    b. moving to another storage
    c. media compression

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02

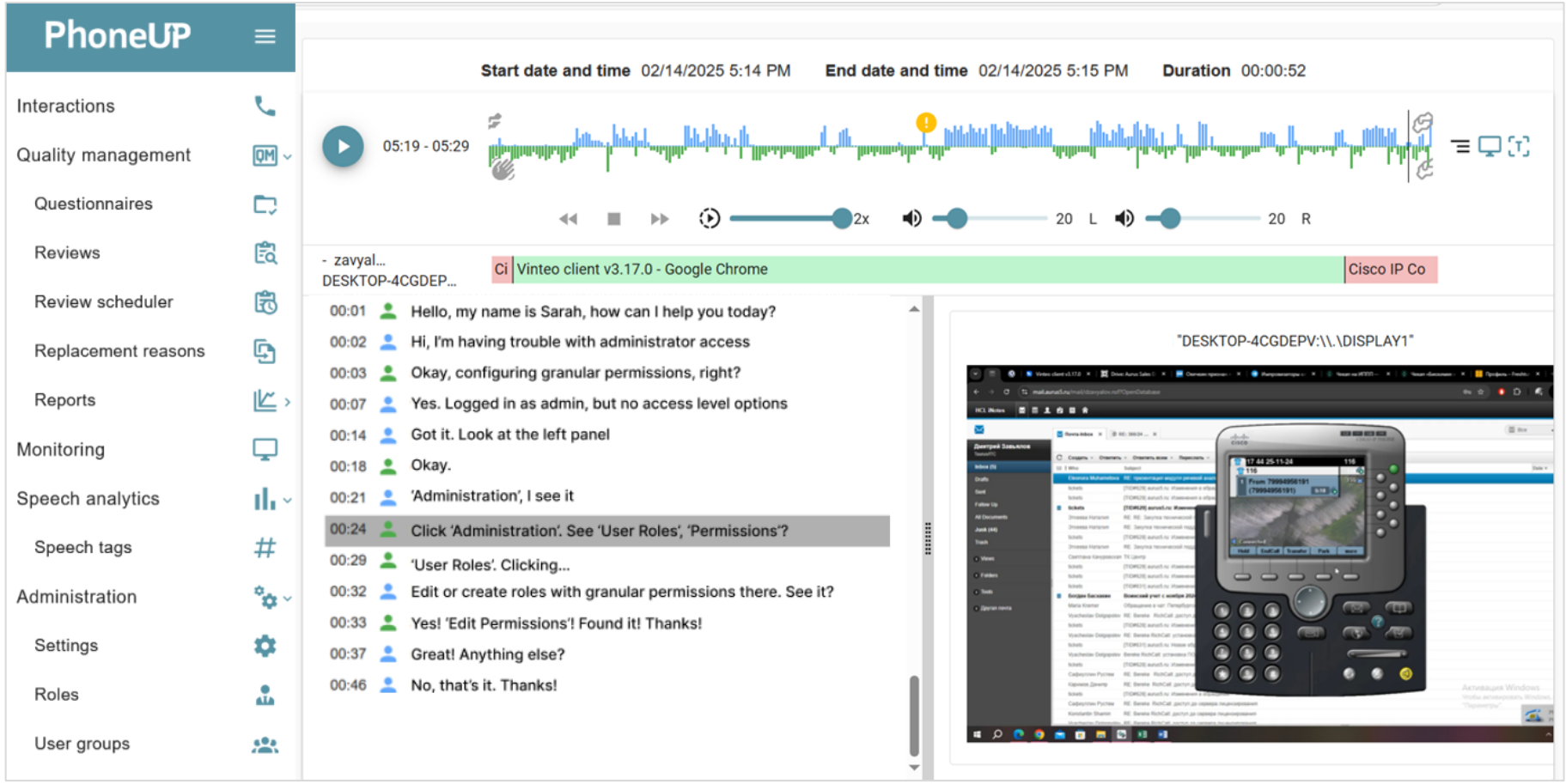
Speech recognition

Speech recognition

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Every recorded conversation is **automatically transcribed** by the speech recognition engine.

The transcript is **synchronized** with the audio player, enabling users to review conversations faster and find relevant information more efficiently.

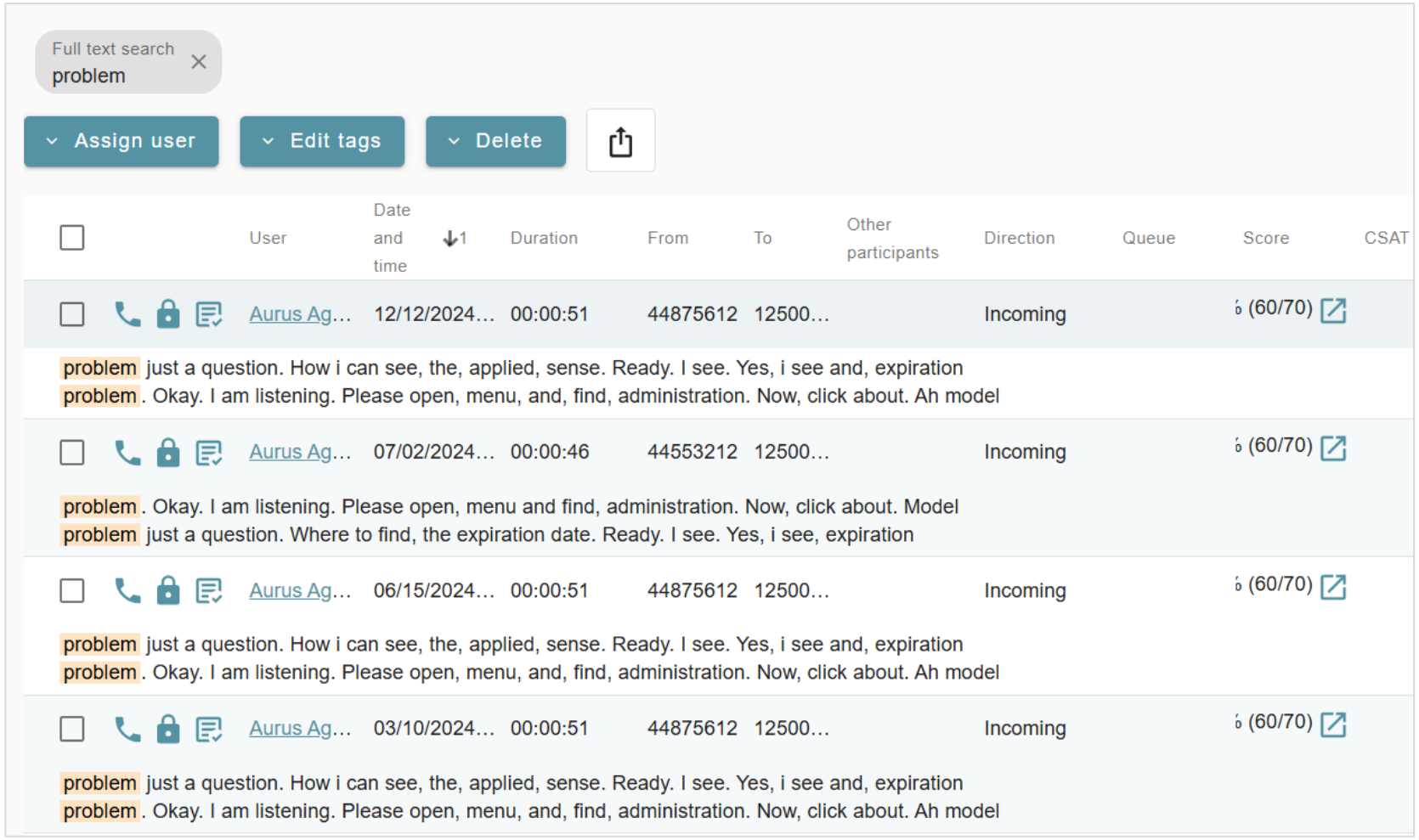


Search by words/phrases

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Full-text search enables users to quickly find recordings containing specific keywords and phrases.

Configurable email notifications automatically alert relevant employees when new call recordings meet specified criteria.



Functional capabilities

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Speech recognition

- Supports 30+ languages, including English, Arabic, and other major global languages
- Seamless support for multilingual conversations within a single session
- Automatic language detection with no manual language selection required
- Language model adaptation based on the enterprise documents and data
- Customizable contextual dictionaries for industry-specific terminology, acronyms and product vocabulary
- Flexible word normalization and replacement rules to improve transcript readability and consistency

User features

- Integrated audio player synchronized with voice transcription
- Advanced transcript search with support for keywords, phrases and text operators (AND, OR, NOT, NEAR)
- Automatic email notifications about new recordings with gived words/phrases

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03

Conversation analysis

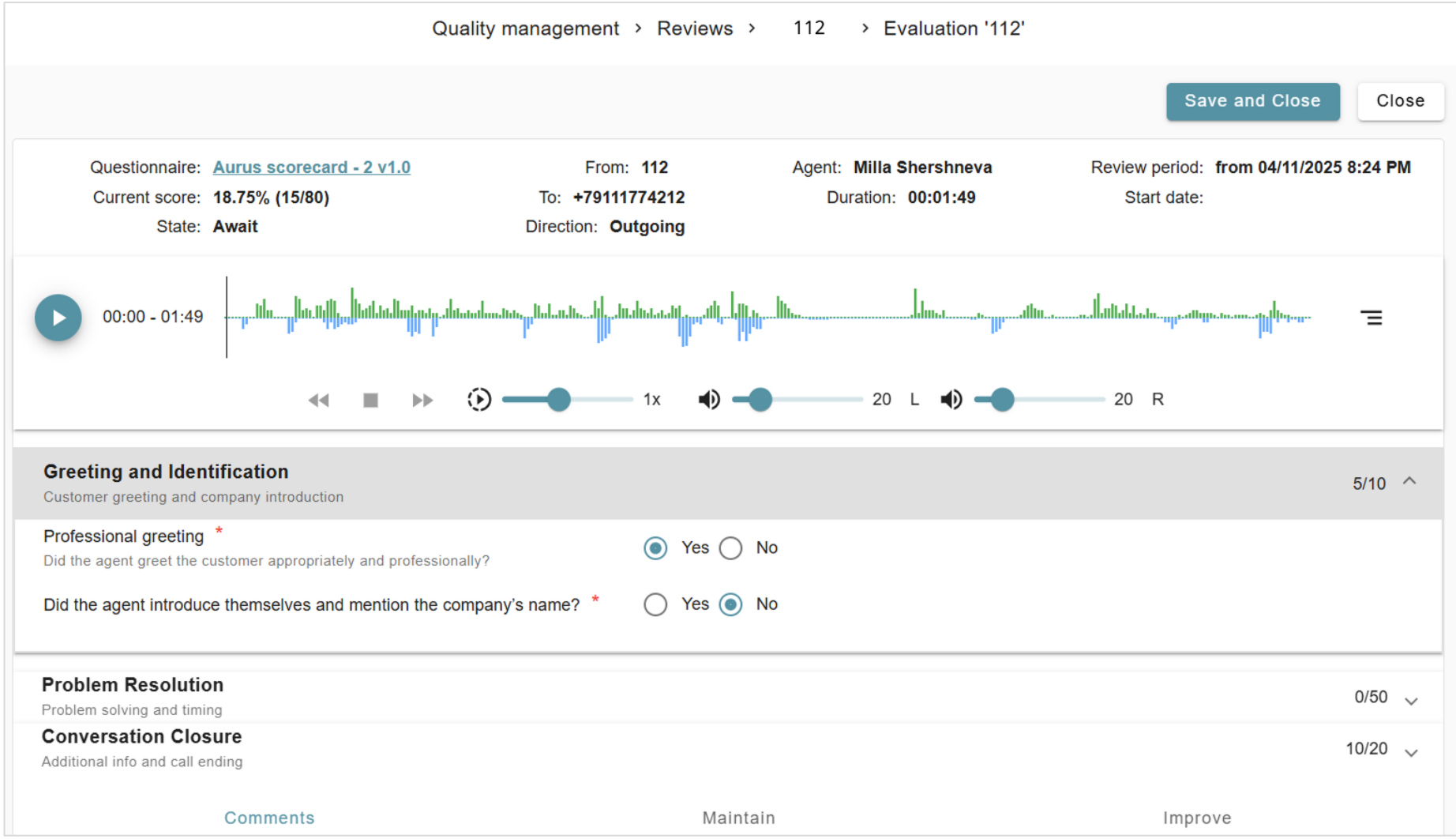
Review form configuration

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Configure evaluation forms and define conversation attributes to be analyzed.

Different evaluation forms can be used for:

- Contact center QM/AQM
- Contact center trend analysis and hypothesis testing
- Security incident investigation and prevention
- Call summarization
- Meeting notes

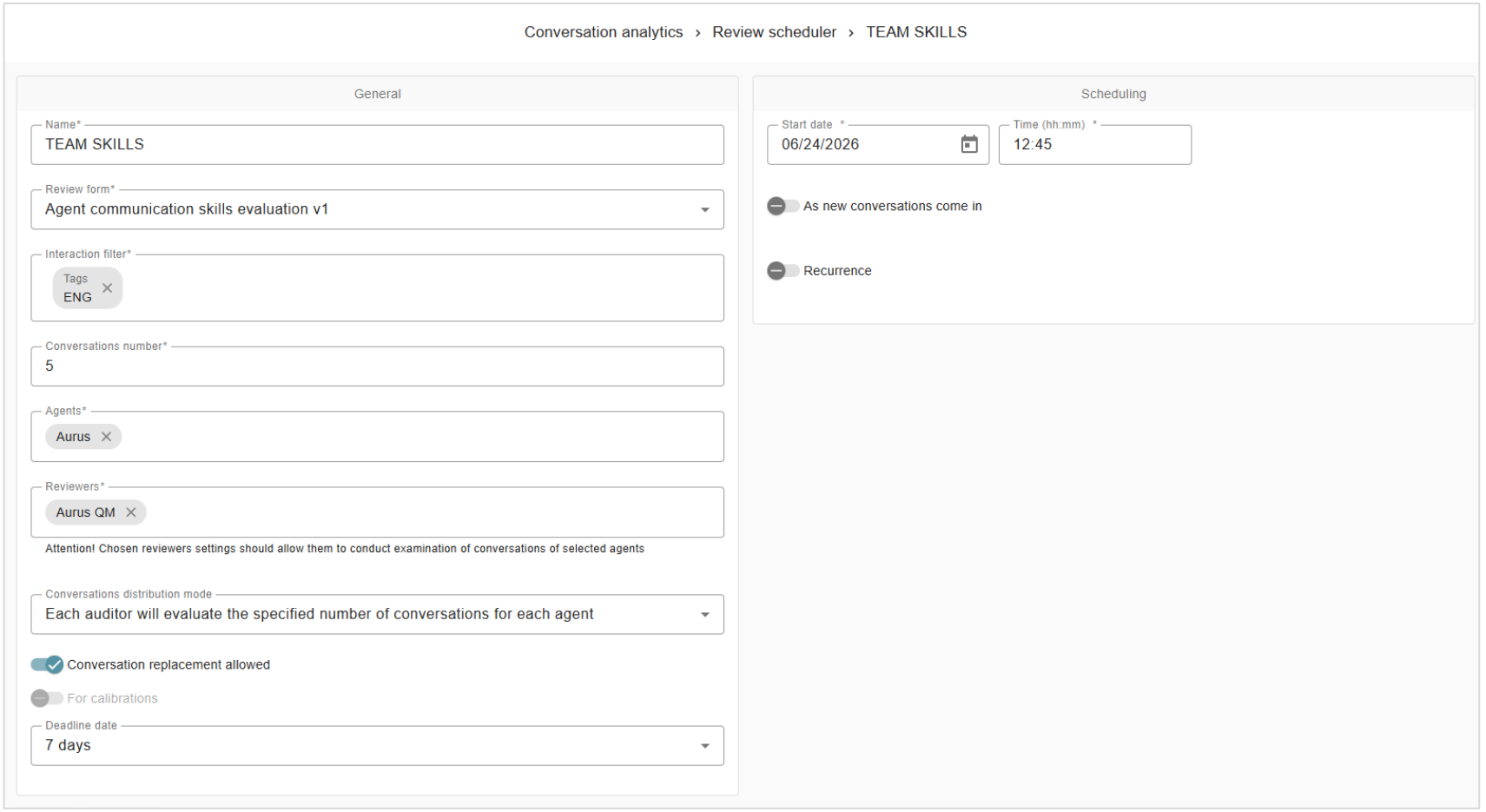


Review launch

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Conversation review can be launched:

- **Manually** – the user selects a conversation for analysis;
- **At a specified time** – evaluations are run at a predefined time;
- **On schedule** – evaluations are executed based on a defined template (e.g., weekly);
- **Real-time** – each recorded conversation that meets the criteria is automatically sent for analysis.

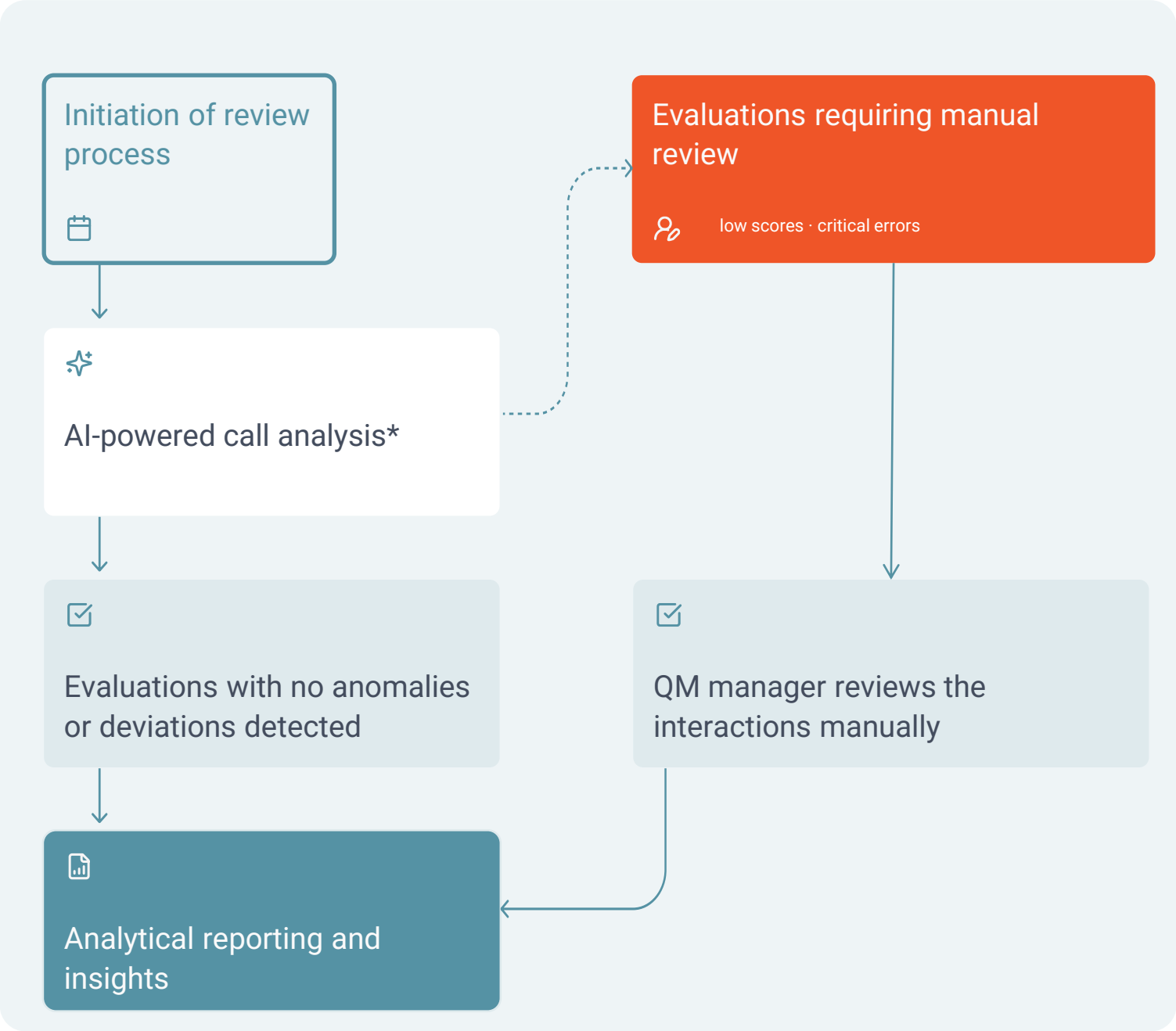


Manual / automatic quality management

Agent evaluation modes:

- **Manual** – QA reviewers in a contact center listen to calls and complete evaluation scorecards;
- **AI-driven** – AI engine* automatically completes evaluation forms;
- **Hybrid** – evaluations are primarily performed by the AI subsystem*, with calls automatically routed for manual review in cases of low scores, critical errors or anomalies.

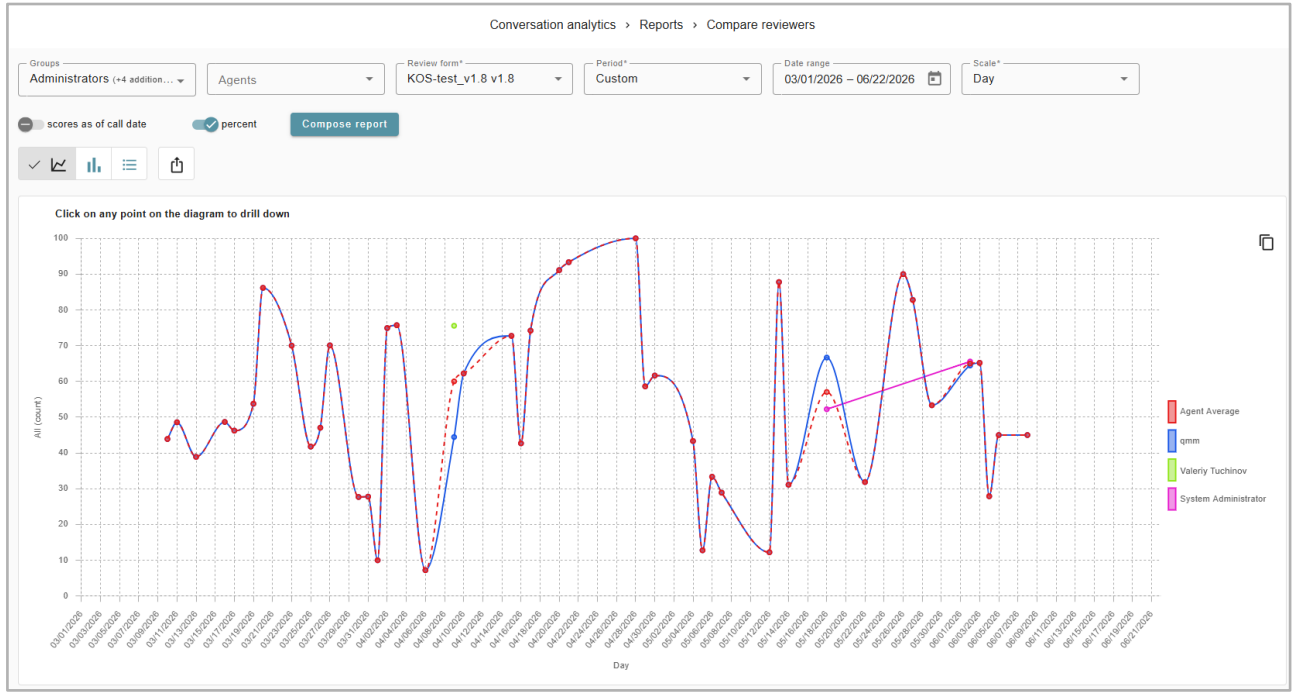
** AI-powered conversation analytics capabilities require a dedicated license*



Analytical reports

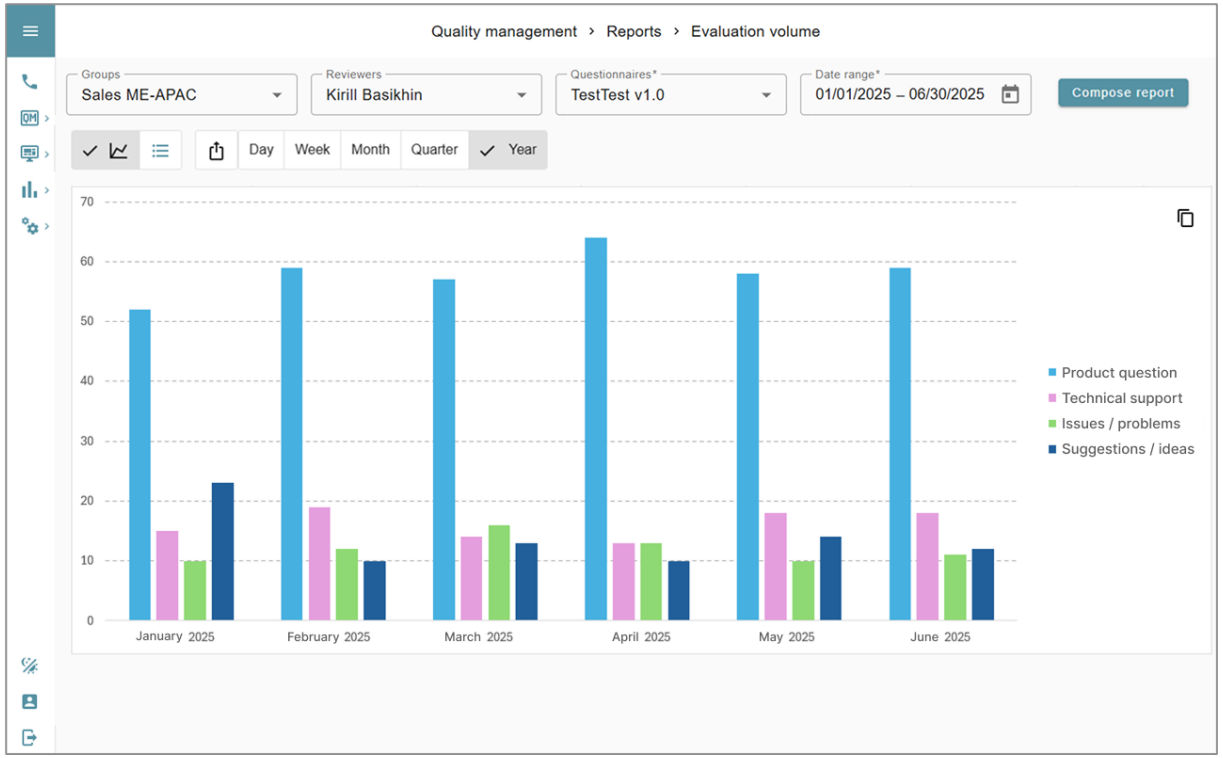
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The set of analytical reports provides insights into contact center agent performance and call volume distribution across multiple characteristics and segments.



Agent performance comparison

Call distribution by topic



Functional capabilities

Form configuration

- Evaluation forms with questions grouped into sections
- Question types:
    a. multiple choice
    b. number
    c. score
    d. text
- Increasing/decreasing scoring
- Configurable weights for questions and sections
- Special calculation rules (e.g., score nullification, bonus scoring rules)
- Dependent questions/sections
- Recording tagging

Evaluation execution

- Launch modes:
    a. manual
    b. automatic
    c. scheduled
    d. real-time
- Review form calibration

Review processing

- Unified interface for call playback and evaluation form completion
- QM reviewer comments (internal notes, “to maintain”, “ to improve”)
- Automated delivery of evaluation results to agents
- Appeals processing

LLM integration

- Prompt configuration
- General context setting
- AI-generated comments with explanation of evaluation results

Analytics

- Comparison of group and agent scores
- Skill analysis for groups and agents
- Rating
- Reporting:
    a. supervisor performance
    b. by characteristics (distribution, trends)
    c. on appeals

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04

Screen recording

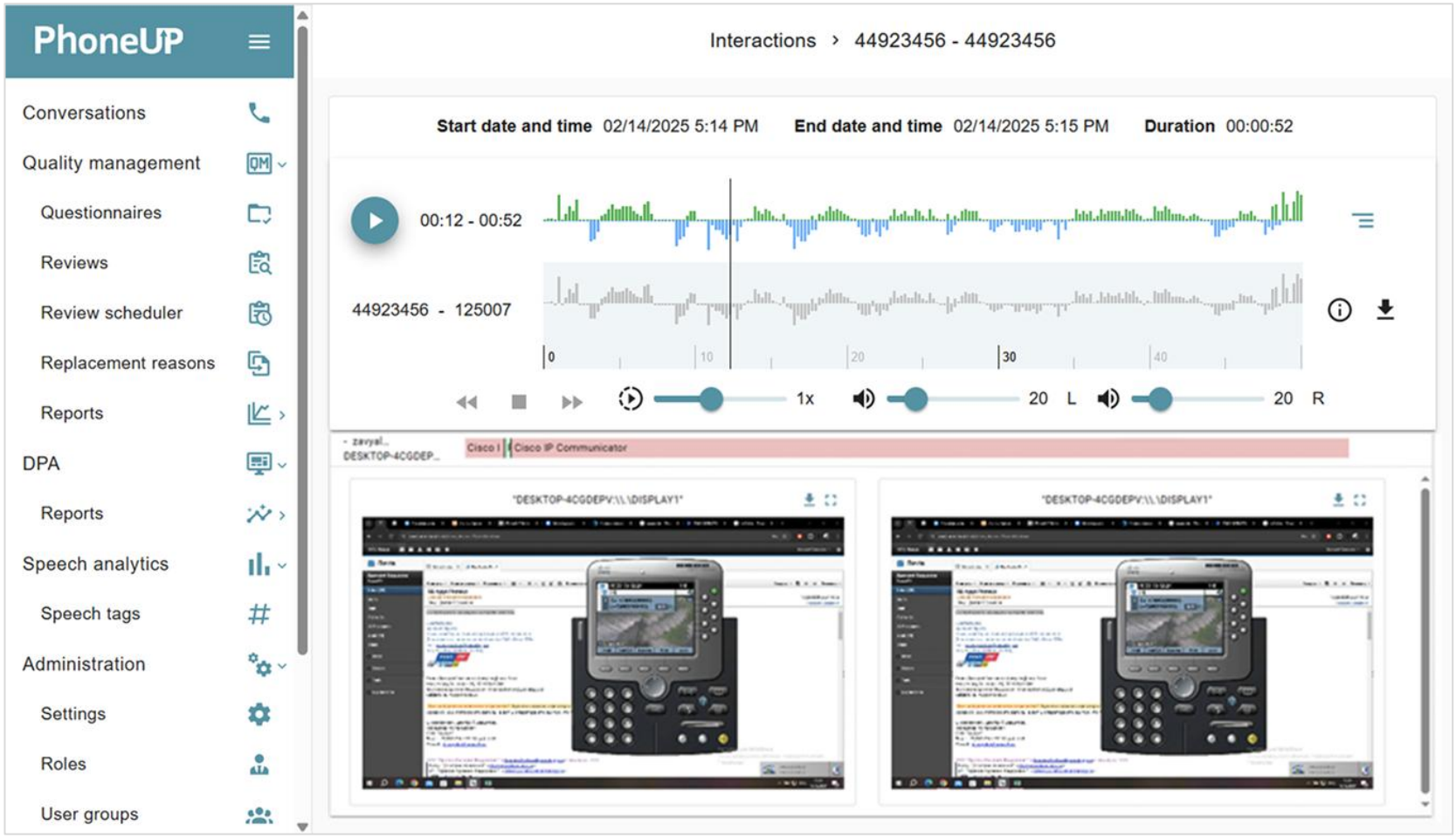
Screen recording

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Record agents screens during customer interactions.

Functional capabilities

- Windows and Linux support
- Post-processing time configuration
- Multiple screens support
- Configurable recording quality
- VDI support
- Triggered recording from third-party systems
- Recording streaming*
- Real-time screen monitoring*



* In upcoming releases

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Desktop analytics

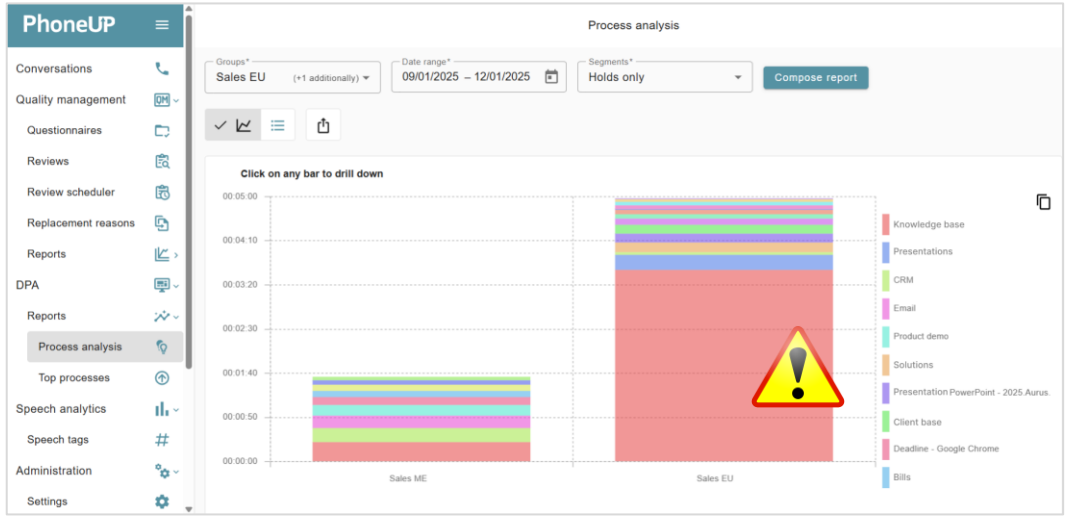
Desktop analytics

The module tracks agent interactions across enterprise software during customer service sessions and provides analytical reporting on application and document usage.

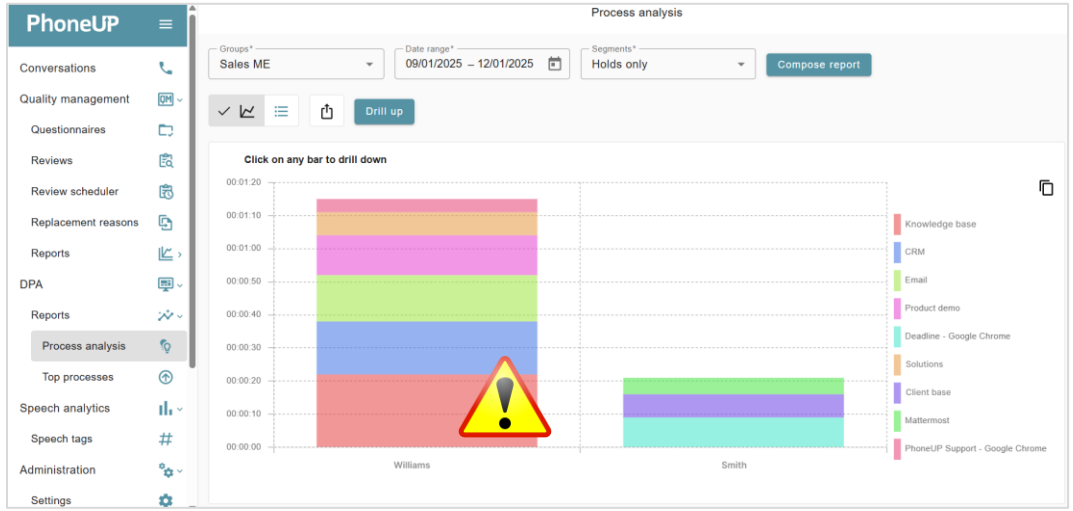
Functional capabilities

- Application usage timeline for quick navigation within a conversation
- Grouping applications and interfaces into processes
- Activity reports on agent behavior across processes and call segments
- Call tagging triggered by agent desktop activity*

* In upcoming releases



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.

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