PhoneUP

Call recording and contact center quality management

aurus

We develop software solutions for enterprise collaboration and contact centers

About

- since 2009

- 40 employees

- more than 1000 clients

UAE Aurus Computers Systems FZCO

USA Litescape Technologies, Inc

India Nirnaya Software Consultants

Cisco Solution Partner since 2015

For enterprise collaboration

For contact center

PhoneUP
**Call Recording
and Contact Center WFO**

- Interaction recording
- Screen recording
- Speech analytics
- Quality management
- Call monitoring and live coaching

CMS+
**Add-Ins for Cisco
Meeting Server**

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

RichCall
**Live Video Channel
for visual CX**

- Live videochat for website
- Online video showroom
- Visual support
- Video kiosk

Outbound
Outbound Dialer

- Mass employee notification
- Customer proactive engagement

PhoneUP apps
**Productivity apps
for Cisco UCM**

- Enterprise directory
- Attendant/Operator console
- Speech analytics
- Audio/text paging
- Phone lock and EM SSO

Call recording

- Call recording in heterogeneous environment

- Flexible deployment with multiple recorders

- 100% calls/conferences/trunks recording

- Media lifecycle engine

- Total and on-demand* recording

- Videocall recording*

- SRTP support

- Integration with 3rd party systems

- Secure web-interface with advanced player
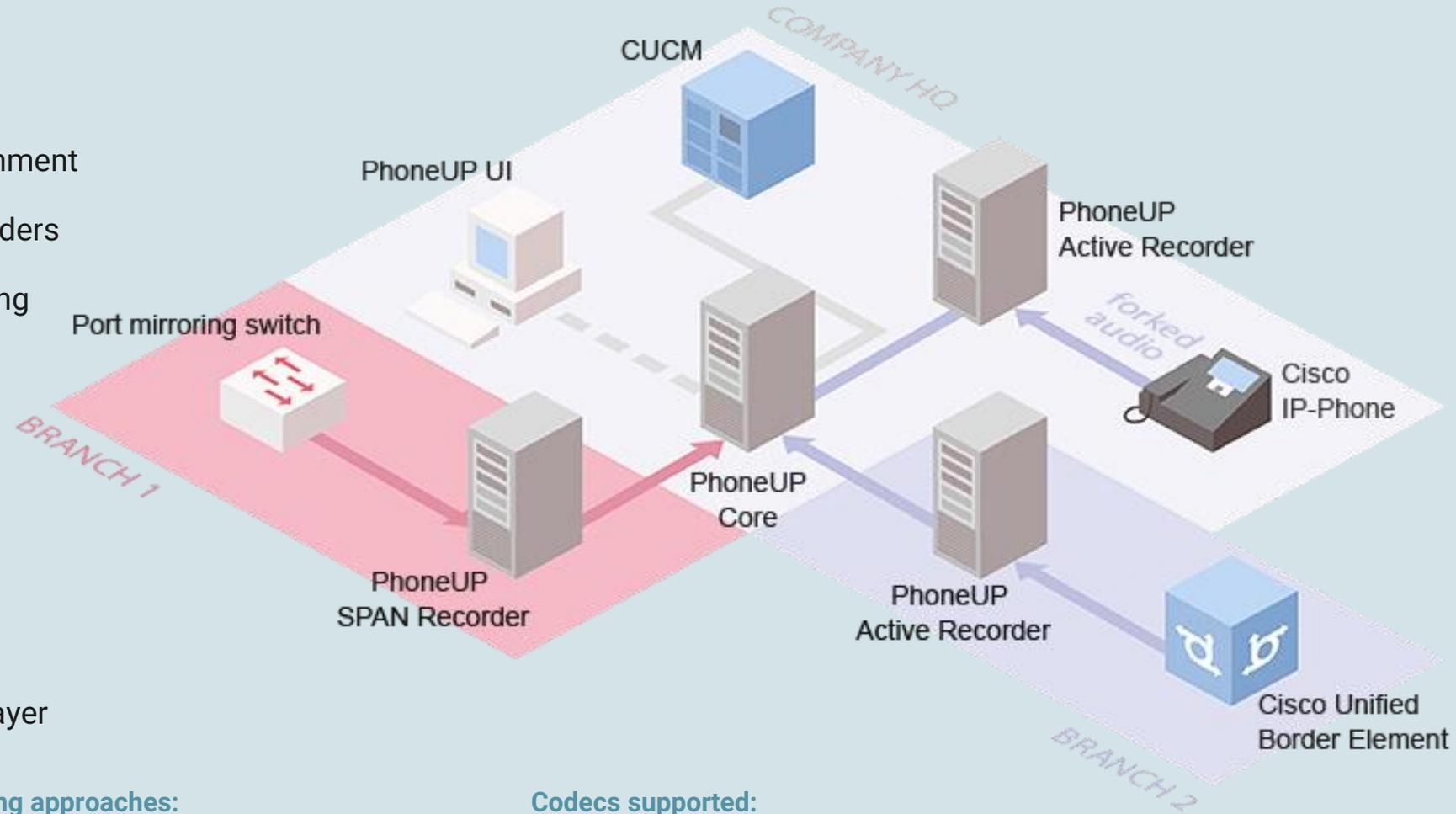
Recording approaches:

Cisco BiB • Cisco CUBE forking

SPAN/RSPAN • SIPREC

Codecs supported:

G.711 a-law/mu-law • G.729 • G.722

G.722.1 • G.722.2 • Opus • iLBS

Easy to use interfaces and integration

- Search recordings
    - by date, phone numbers, username;
    - filter builder support*
    - multi-segment (hold, forward, conference) calls support
    - configurable tags

- Embedded player
    - speed and balance control
    - audio waves (separate for agent and client)
    - recording pause/resume

- Integration with CRM and helpdesk systems*

in the roadmap

Media lifecycle management

Configurable media lifecycles help you to utilize the storage effectively.

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

→

Convert to MP3*
- to save the fast storage space

→

Move to "archive" storage
- slow storage with low user load

→

Export to an external NAS*
- for long-term retention without user access

Separate life cycles can be created for different call types and user groups.

* in the roadmap

# Maximum security

- Role-based access
  define the operations allowed for users and groups
  create your own roles

- Audit log to track user activity
  identify who listened or downloaded a call

- Data encryption*

- Recording Pause & Resume*
  hide sensitive data (eg CC number)

- Recording watermarking*
  protect recordings from unauthorized modification

- OpenID Connect and SAML support*

*in the roadmap
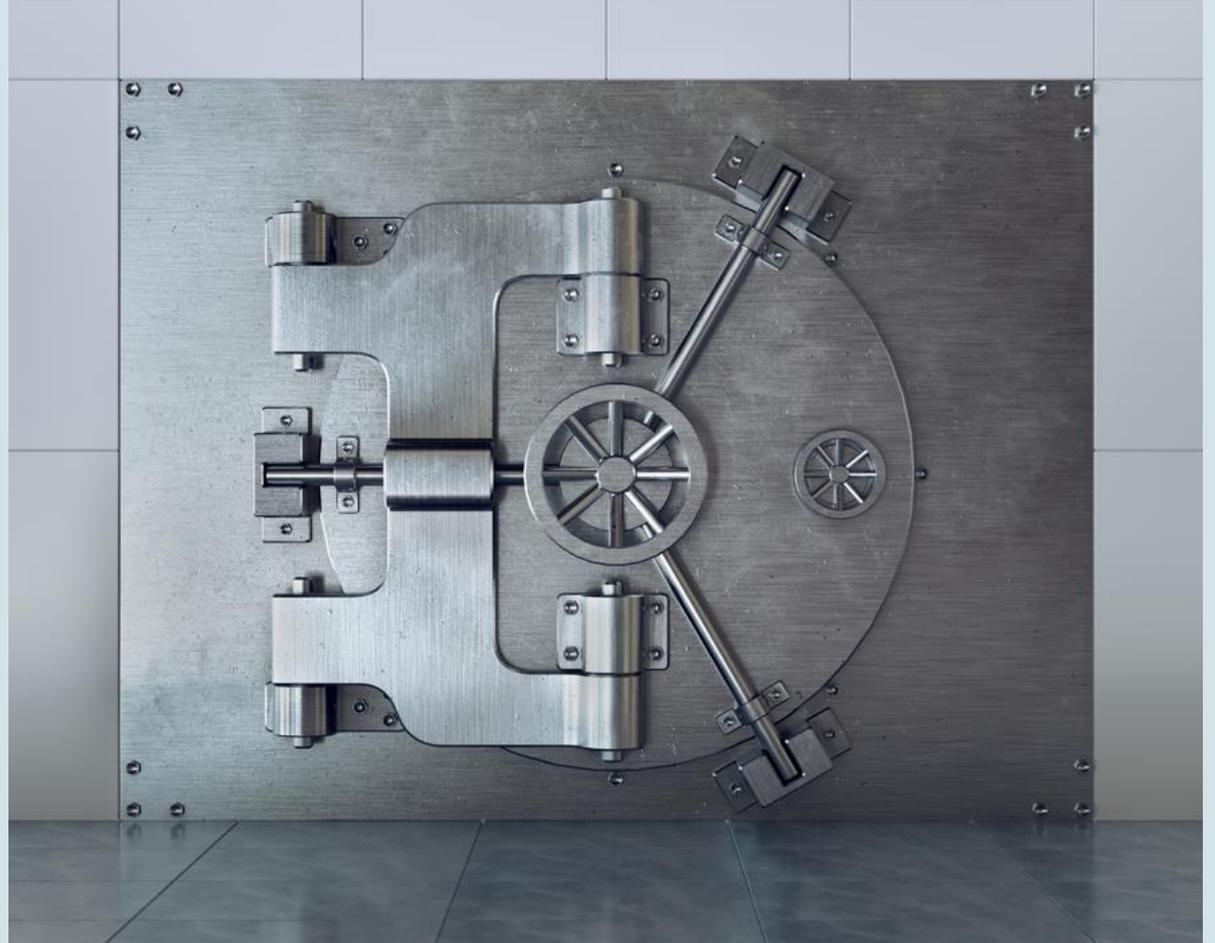
Integrations

IP PBX
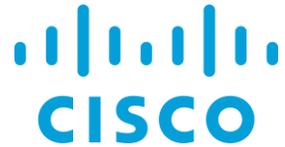
Cisco UCM
Cisco Unified CME

Avaya CM
Avaya IP Office

Other IP PBX

Contact center

Cisco UCCX
Cisco UCCE

Avaya Aura*
Avaya IP Office*

SBC

Cisco Unified Border Element

Audiocodes SBC*

Avaya SBC*

*in the roadmap

Configurable scorecards*

Evaluation Form + Add section

Name	Sample form
Tenant	Alexander Brown
Description	Sample evalution form

Greeting

Did the agent say «Thank you fo calling»?

Did the agent mention his name?

Did the agent mention company name? Edit Delete

If call was transferred did the agent adapt the greeting accordingly?

Verification

Did the agent ask for the caller's name?

Did the agent ask for the caller's company name?

Did the agent ask for the caller's telephone number?

Verification completed with open-ended questions?

Understanding the problem/issues

Add question

| Question* | Was the problem resolved in the first call? |
| Description | |

| Type | Multiple choice | Numeric value | ☐ Allow to mark question N / A |

Choices*	Yes	5	Points	☐ Default
	No	0	Points	☑ Default
	N / A			☐ Default

| Display as | Multi-line | Single-line |

| Weight | 10 |

| Order | 1 |

Save

- questions grouped in a sections with configurable weights

- several types of questions - yes/no, multiple choice, «5 stars», number

- special scoring rules to override the typical value of question/section

- visibility rules to enable or disable question/section based on how a specific question is answered

in the roadmap in 2023

Agent evaluation and training*

1. Tasks for auditors

- select recordings to evaluate:
  - filter calls by user, team, date, length
  - manual selection
  - random selection: «every N-call», «random M recordings»

- special task to calibrate the scorecard

- automated tasks

Add Evaluation Report

AUDIO 3:40:43 — 3:42:30 PM ▾

0   10   20   40   50   60   1:10   1:20   1:40   1:50   2:00   2:10   2:20   2:30   2:40   2:50

PAUSE   SPEED ×1   90%   Save audio ↓

Evaluation form

Agent	Olivia Johnson
Evaluator	admin
Evaluation form	Tech Support

GREETING

Did the agent say «Thank you fo calling?»	Yes No
Did the agent mention his/her name?	Yes No
Did the agent mention company name?	Yes No N / A
If the call was transferred did the agent adapt the greeting accordingly?	Yes No N / A

Comments

Call details   view details ›

Date	Mar 1, 2021 · 09:55:12
Duration	admin
From	+16507599755 Olivia Johnson
To	0015693620115

2. Interaction evaluation

- Listen and evaluate using the pre-configured scorecard
  - view the screen recording synchronized with the voice

3. Tasks for agents

- Provide feedback for agent along with training tasks

in the roadmap in 2023

Advanced reporting and dashboards*

Monitor your agent performance by teams and scorecards and compare scores with previous periods.

*in the roadmap in 2023

Speech analytics and AQM

Powered by
SESTEK

- full coverage

- intelligent forms

- historical scoring

- statistical comparison

- agent training

Screen recording

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

The colored scale indicates which apps agent used throughout the call.

This way you can identify the apps and business processes which need optimization.
For example, in the picture above we can see the silence in the audio-wave when the agent works with KB (Knowledge Base).

Silent monitoring and whisper coaching

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

Configure user access levels
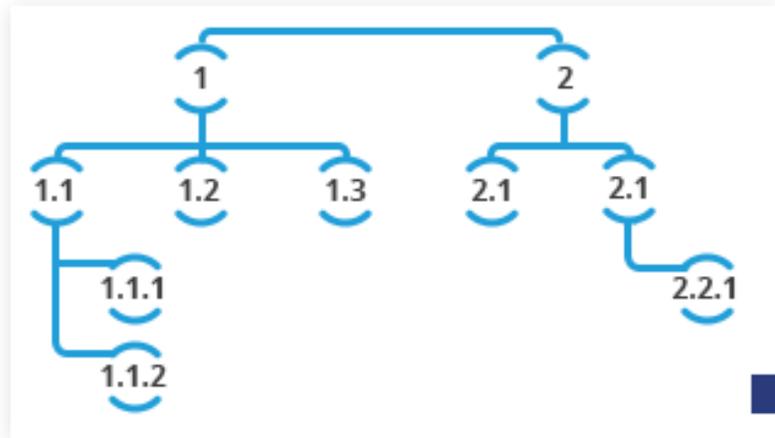
View the calls of your team

Monitor and whisper

Biometric fraud prevention*

- The system allows you to manage the database of known fraudster voiceprints (the "blacklist").

- Each call to contact center is analyzed in real-time with embedded biometry engine.

- If a fraudster is identified, the system instantly alerts the agent and supervisor.

* in the roadmap

Aurus clients worldwide

What next?

Online demo

Connect with Aurus rep to schedule live PhoneUP demo

PoC project

Apply for a demo-version and integrate PhoneUP with your infrastructure

aurus5.com

Shedule online demo