

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

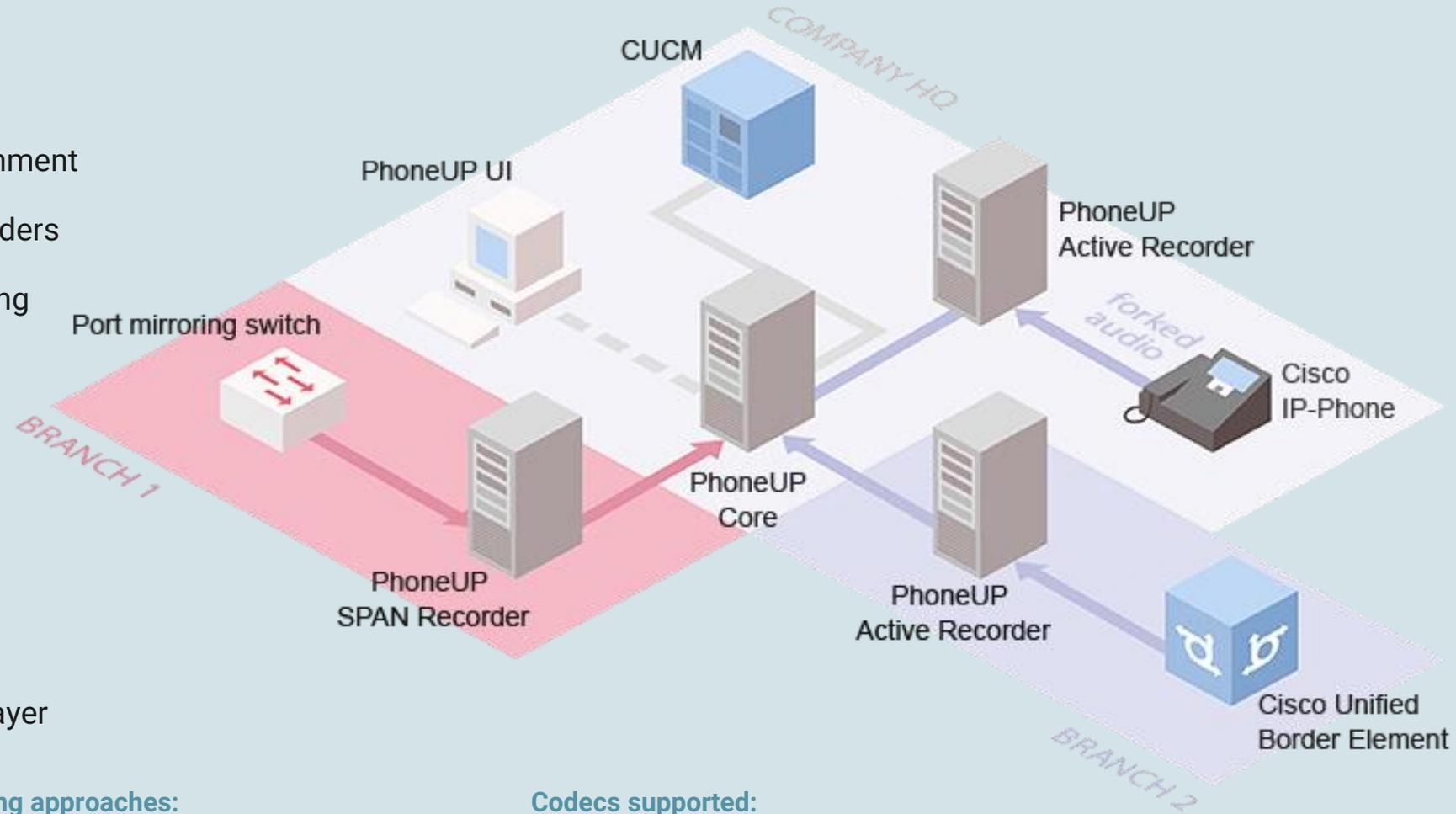
PhoneUP^{apps}

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*

The screenshot displays the PhoneUP web interface. At the top, there's a navigation bar with the 'PhoneUP' logo and user information (Administrator, Logout). Below this is a menu bar with options like Settings, Directory, Paging, Priority, Record, Inform, Lock, Conference, EM SSO, and Console. The main content area shows a breadcrumb trail 'Home > Record > Recorded calls' and a section titled 'Recorded calls'. This section contains a table with columns for Start date, Duration, Type, Phone line, Participants, Call ID, and #. Below the table, an audio player is embedded, showing a waveform and playback controls (volume, speed, balance, and a pause button). The table lists several calls, including missed and incoming calls with participant names and phone numbers.

Start date	Duration	Type	Phone line	Participants	Call ID	#
9/23/2021 3:39 PM	00:00:00	Missed	112	112 (Milla Sher), 84997045686 (84997045686)	20064022	
9/23/2021 2:52 PM	00:01:51	Incoming	168	83833190171 (83833190171), 168 (Aisha Kachur)	20064008	
9/23/2021 2:51 PM	00:00:55	Incoming	111	83833190171 (83833190171), 111 (Alex Anoshin)	20063995	
9/23/2021 2:51 PM	00:00:00	Missed	112	112 (Milla Sher), 83833190171 (83833190171)	20063995	
9/22/2021 6:14 PM	00:04:54	Incoming	116	89313789627 (89313789627), 116 (Peter Zaval)	20063978	

Media lifecycle management

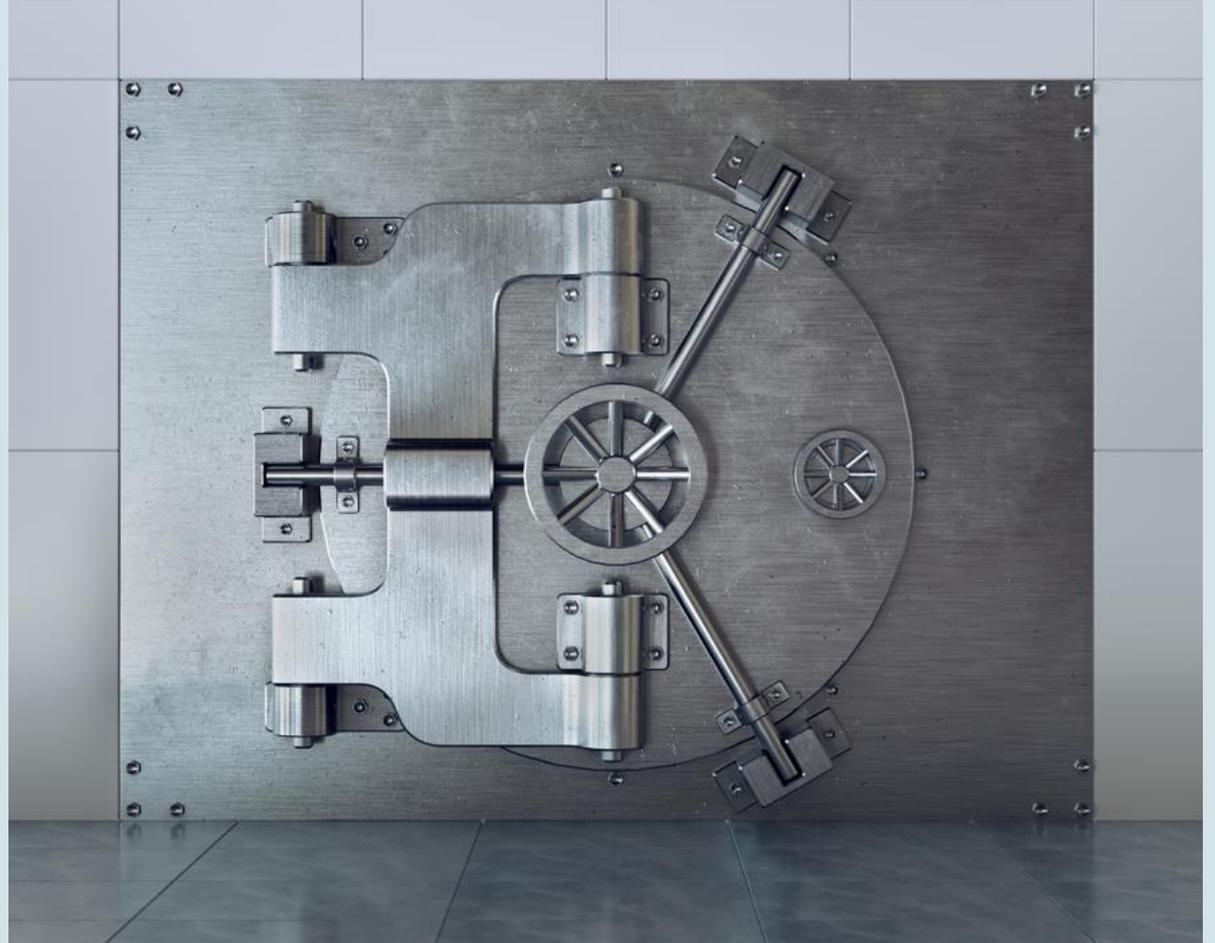
Configurable media lifecycles help you to utilize the storage effectively.



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

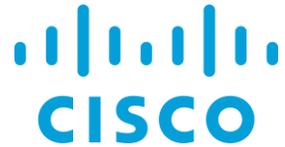
Maximum security

- 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*



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
Audiocodes SBC*



Avaya SBC*

Configurable scorecards*

The screenshot shows an 'Evaluation Form' interface. On the left, there is a metadata box with fields for Name (Sample form), Tenant (Alexander Brown), and Description (Sample evaluation form). The main area contains three sections: 'Greeting' with questions about agent greetings, 'Verification' with questions about caller information, and 'Understanding the problem/issues'. Each section has a collapse icon. There are 'Edit' and 'Delete' buttons for the questions in the Greeting section.

- 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

The screenshot shows an 'Add question' configuration form. It includes fields for:

- Question***: A text input field containing 'Was the problem resolved in the first call?'.
- Description**: A large text area for additional details.
- Type**: Radio buttons for 'Multiple choice' (selected), 'Numeric value', and a checkbox for 'Allow to mark question N / A'.
- Choices***: A list of choices with associated values and points. 'Yes' has a value of 5 and 5 points. 'No' has a value of 0 and 0 points. 'N / A' has no value and 0 points. Each choice has a 'Default' checkbox, with 'No' being selected.
- Display as**: Radio buttons for 'Multi-line' (selected) and 'Single-line'.
- Weight**: A text input field with the value '10'.
- Order**: A text input field with the value '1'.

 A 'Save' button is located at the bottom right of the form.

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 x

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

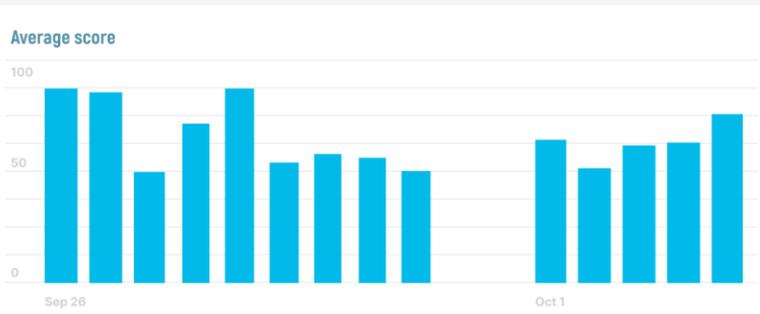
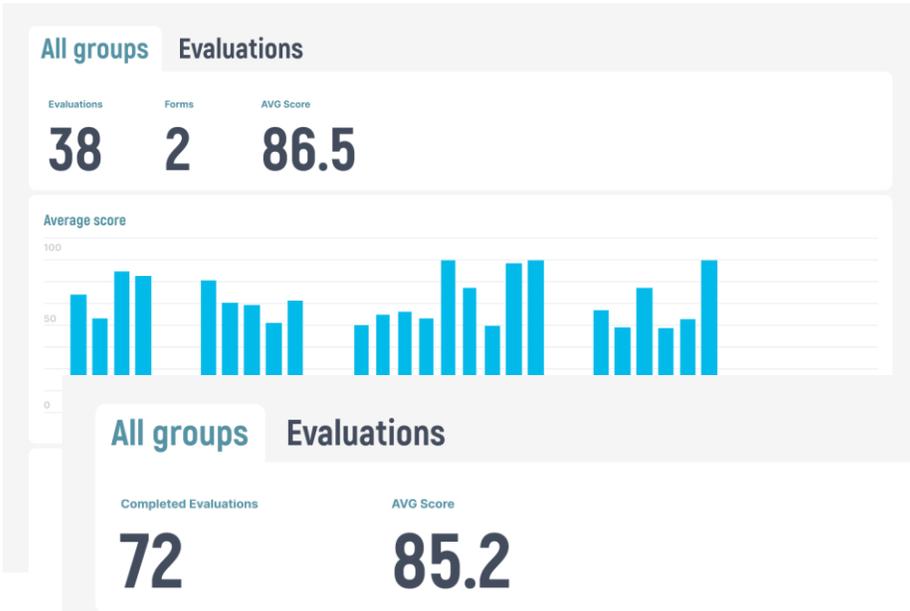
- Listen and evaluate using the pre-configured scorecard
 - view the screen recording synchronized with the voice

3. Tasks for agents

- Provide feedback for agent along with training tasks

Advanced reporting and dashboards*

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



Section

Greetings	87.2
Verification	90.3
Understanding the problem/issues	83.2
Hold · Mute · Transfer	86
Problem resolution	64.6
Use of tools	89.3
Closing	90.1

Evaluation Report for Alexander Brown

[Edit report](#) [Export ↑](#) ⋮

Evaluation Report

Agent: Alexander Brown
 Evaluator: Yana Taylor
 Evaluation form: Sample form
 Date: Oct 4, 2022
 Status: Completed
 Score: **95%**

Greeting 200/200

- Did the agent say «Thank you fo calling»? Yes (5 of 5)
- Did the agent mention his/her name? Yes (5 of 5)
- Did the agent mention company name? Yes (5 of 5)
- If call was transferred did the agent adapt the greeting accordingly? Yes (5 of 5)

Verification 200/200

- Did the agent ask for the caller's name? Yes (5 of 5)
- Did the agent ask for the caller's company name? Yes (5 of 5)
- Did the agent ask for the caller's telephone number? Yes (5 of 5)
- Verification completed with open-ended questions? Yes (5 of 5)

Understanding the problem/issues 240/250

- Did the agent ask for about the issue? Yes (5 of 5)

*in the roadmap in 2023

Speech analytics and AQM

Powered by
SESTEK

- full coverage
- intelligent forms
- historical scoring
- statistical comparison
- agent training

The screenshot displays the KNOVVU interface for a specific conversation. The top navigation bar includes 'Analytics', 'Quality Management', 'Reports', and 'Administration'. The user is logged in as 'ArabicAdmin'.

Conversations | Back to list | Conversation #13456 | Mark as | Evaluate | Delete

Transcript | Analysis | Attached data | Comments | Category(ies) and topic(s) | Transfer(s) | Evaluation | History | Export

Conversation Details:

- Name:** Taqwe Ali
- Department:** Default Department
- ID:** 13456
- Type:** Call
- Time:** 03/06/2021 21:47:37
- Direction:** Inbound
- Channel:** Voice
- Duration:** 00:03:29
- Source:** Integration
- External id:** 228787-74c98edb-9d44-...
- Caller:** 92383
- Called:** 92383

Transcript:

Time	Channel	Chat
00:00:30	Agent	صفر
00:00:31	Customer	تمام حتى لك عنو عن ميراته تمام
00:00:34	Agent	اها تقصلي
00:00:35	Customer	سيدي الكريم برنامج سوبر هو برنامج اكثر من رائع هو فعليا برنامج رح يحيي خليك تحكي بسعر موحد و خرافي اللي هو تين و عشرين اكورا اللدقيقة على كل الشيكات الاسرائيلية و الفلسطينية المحلية نعم
00:00:48	Agent	اها
00:00:48	Customer	هلا حضرتك اجنا قدما لك هذا البرنامج بشكل مجاني و دائم طول العمر كهدي
00:00:53	Agent	اها

Audio Player: 00:00:34 / 00:03:28 | Play | Stop | 1x | Download | Volume

Waveform: Visual representation of the audio conversation with speaker indicators.

Screen recording

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

The screenshot displays the PhoneUP interface. At the top, the 'PhoneUP' logo is visible on the left, and 'Administrator' and 'Logout' links are on the right. Below the header, there is an audio recording section with a waveform and a time range of 3:40:37 PM - 3:42:25 PM (00:01:48). A colored scale below the audio indicates the apps used: CRM (yellow), KB (orange), W (blue), and CRM (yellow). A volume slider is set to 75%, and a play/pause button is visible. Below the audio, there is a screen recording section with the same time range. The screen recording shows a 'Sales Console' window with a 'New Opportunity' form. The form includes fields for Opportunity Owner (Alexander Anoshin), Amount, Private checkbox, Opportunity Name, Account Name (ACME), Lead Source, Order Number, Main Competitor(s), Current Generator(s), Delivery/Installation Status, and Probability (%). The form also has buttons for 'Cancel', 'Save & New', and 'Save'.

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

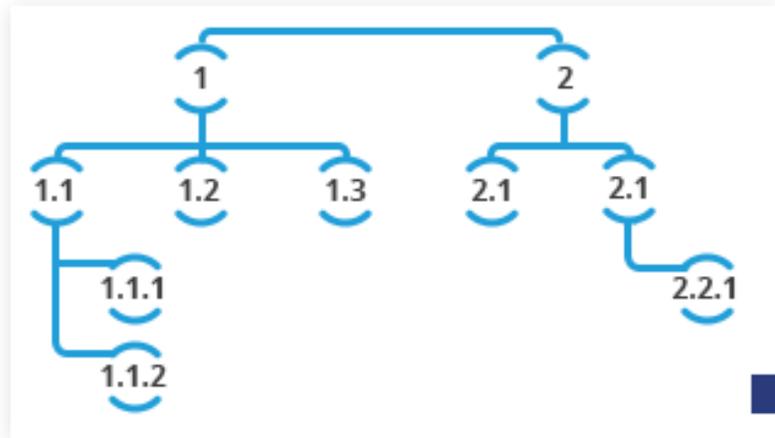
This way you can identify the apps and business processes which need optimization.

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

Status ↑	Line	Participants	#
<input type="text"/>	<input type="text"/>	<input type="text"/>	
●	4352	+11235467887 (ACME)	
●	4367		
	4388		

Monitor and whisper

PhoneUP Priority

119 (James Holden) is talking to 756746536542 (ACME)

Correct Monitor Conf 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

Schedule online demo

