Aurus PhoneUP – Call and Screen Recording

The "Record" module of the PhoneUP bundle is a robust call recording solution for Cisco UC environment with more than 1000 deployments worldwide. The list of clients includes contact centers that capture up to 15,000 calls per day and companies with thousands IP phones set up for recording.

Configure

Select devices and lines to record; configure total or on-demand recording.

Record

Record phone calls using active (Built-in Bridge or CUBE forking) or passive (SPAN/RSPAN) recorders.

Search and Play

Search recordings by date, phone, client name; or integrate PhoneUP with your CRM.

Archive

Use recording lifecycle rules to automatically transfer the end-of-life recordings to an external NAS.
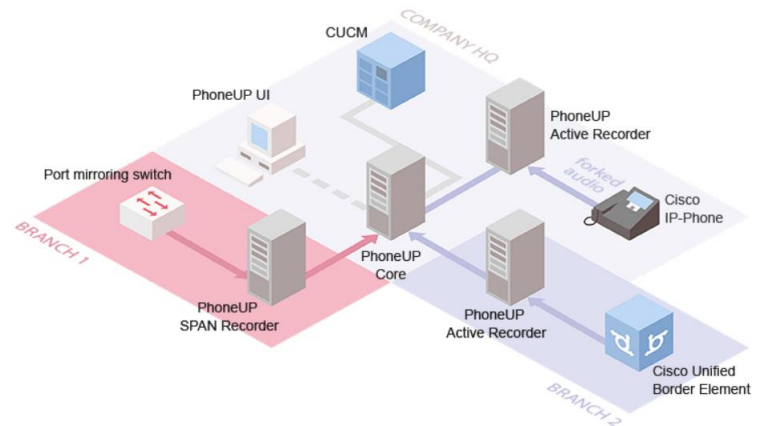

Screen recording

The module captures the agent's screen from the beginning of the call until the end of the wrap-up time.

Distributed and high-load deployments

Choose between or combine single server, distributed or high-loaded deployment scenarios

High Availability and Load Balancing

Each component of the call recording solution (Core, Recorder, Transcoder etc) may be installed on separate server.

PhoneUP supports a failover deployment utilizing Microsoft clustering technologies.

Self-diagnostics tools and a set of pre-defined alerts allow to act proactively before the incident occurs.

Feature list

Call Recording

- BiB / CUBE-recording and SPAN-recording
- total recording, recording on demand, forbid recording
- recording control - start/stop/pause/resume
- encrypted calls recording (Cisco UCM Restricted)

Audio recording

- "Dictaphone" – pushing a button on the IP phone turns it into dictaphone
- "Answering machine" – allows callers to leave a message during the office non-working hours

Screen Recording

- when using the 'Record' module in the contact center you can record an agent's screen in addition to the call.

Records archive

- search/group capabilities with filter builder
- recording metadata includes the name of external caller (for example, client name)
- embedded player
- playing records on the IP phone or into the current call

Records lifecycle management

- migration between storages to optimize HDD usage
- exporting to an external NAS along with meta-data or another PhoneUP instance

API

- the client page in CRM may have the list of calls with this client embedded into the page
- the speech analytics software may access PhoneUP database and extract calls along with call date, agent etc

Interface for Cisco Jabber

- view the list of recordings and playback any of them
- recording control – start/stop/pause/resume

Security

- secured web-interface with user authentication (login/password or domain authentication)
- audit log to track user activity
- access to records is configurable for users and user groups

Integration with Cisco UCCX and UCCE

- admin can configure parameters to be fetched, eg agent name, queue ID, script name etc

Integration with Cisco Mediasense

- provides unified web-interface to calls recorded with Mediasense

Reporting tools

- a set of predefined reports about system usage

Flexible deployment scenarios

- standalone deployment (all components on one server)
- distributed deployment (a separate Recorded for each company site)
- high-load deployment (with load balancing)

High availability

- failover deployments based on NLB and MSCS clustering
- self-diagnostics tools and a set of pre-defined alerts