CALLLUME · A NURIQ TECHNOLOGIES PRODUCT

CallLume

Every call. Clear insight. Call-centre analytics for Avaya IP Office, self-hosted.

PREPARED FOR	DATE	DOCUMENT
Prospective Customers	October 2026	SALES-BROCHURE-01

CallLume

Commercial — Customer Facing
© 2026 NurIQ Technologies LLP

Every call. Clear insight.

CallLume turns the call records your Avaya IP Office already produces into a clear picture of your call centre: who called, who answered, what was missed, and who needs a call back. It reads the phone system's SMDR feed read-only, runs entirely on your own server, and never sends call data anywhere else.

100%	0
SELF-HOSTED	REQUIRED CLOUD DEPENDENCY

What it does

- Dashboards & analytics, built from the real call log, checked against the raw data
- Missed-call follow-up — every missed or abandoned call lands on a call-back list with an owner, nothing disappears into a log file
- Operator performance and department views (IT, Insurance and other internal departments)
- Reports & scheduled email, with call-by-call detail in the PDF, not just totals
- Alerts, backups & help — email, Telegram, WhatsApp and browser push, encrypted backups with a real restore test
- Optional recordings and quality-scoring module that indexes an existing recordings folder without copying audio

Why it's different

> **Your data stays on site.** CallLume runs on your own server with no cloud dependency, no telemetry, and no outbound connections beyond the ones you configure.

> **Nothing changes on the phone system.** CallLume only listens to the call-record feed. It places no calls, changes no configuration, and needs no agent software on handsets or desktops.

Trust and transparency

Numbers are encrypted and masked by default; every reveal is audited. CallLume's own security review record — a structured 25-finding review, all fixed, zero criticals — is published, not hidden, in this document pack's VAPT Report and Security Posture Report.

© 2026 NurIQ Technologies LLP — CallLume Sales Brochure

Getting started

Each installation starts with a 14-day full-feature trial. After that it needs a licence from NurIQ Technologies, online or as an offline file for sites with no internet access. Windows Server MSI or Podman/Docker — your choice.

© 2026 NurIQ Technologies LLP — CallLume Sales Brochure