# SCREEN RECORDING

Capture screen activities for a complete view on agent performance

**DATAVOICE**

A recorded voice transaction only tells part of the story – it cannot account for incorrectly captured data, fully assess agent effectiveness, or distinguish between poor agent skills and problems with applications and processes. Utilise fully integrated voice and screen events from DataVoice Screen Recorder for a complete picture of contact centre activities.

# Enhance process efficiency, agent performance and customer service

Screen recording works in tandem with voice recording solutions to enable organisations to view a synchronised recording of events as they happened on the phone and on the agent's computer screen. Not only does this assist when resolving disputes, it also enables process challenges to be more easily identified and fixed, and allows for more accurate agent assessment and enhanced client service delivery. Screen recording can also be used on its own to assess back office performance and process efficiency. Furthermore, it detects violations of corporate IT policies such as surfing the Internet or playing games during working hours.

## Features

- **Invisible recording**
  Capture the desktop activities of multiple workstations in a networked environment without affecting the user's experience.

- **Intuitive playback**
  Replay activities as full motion video recordings with user-friendly functionality including resizable playback window, pause, rewind, and fast-forward.

- **Multiple recording triggers**
  Recordings can be triggered by predefined start and stop times, by pressing an assigned function key, by opening specific software applications, or by linking to voice recording solutions.

- **Effortless search**
  A variety of filters can be used to locate specific recordings quickly and easily.

- **Easy playback**
  Synchronised screen and voice playback via the web interface.

- **Export files**
  Screen recordings can be exported as AVI files to enable them to be emailed or to be used for training.

- **Multiple screen support**
  Recording of up to 16 screens connected to a single workstation.

- **Simple backup and archiving**
  A daily backup scheduler ensures all screen data is automatically archived. Voice and screen data can be archived together in AVI format for ease of reference.

## Benefits

- User-friendly interface.
- Cost effective solution for assessing multiple areas of contact centre and back office efficiency.
- Measure desktop skills, tool proficiency, agent productivity process adherence, transaction efficiency, customer service and more.
- Identify problems and challenges quickly for timeous rectifying.
- Use screen recordings of correct contact handling for effective 'train by example' agent training.

The DataVoice Screen Recorder is available as a standalone product or as part of a comprehensive, integrated solution that includes voice recording, centralised management, quality management and more.

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