SCREEN RECORDING

Capture screen activities for a complete view of agent performance.

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 DataVoice's Screen Recorder to get a complete integrated and synchronised picture of contact centre activities.

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ENHANCE PROCESS EFFICIENCY, AGENT PERFORMANCE AND CUSTOMER SERVICE

Screen recording works in tandem with interaction 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, but 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 facilitates the detection of 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 screen activities as full motion video recordings with user-friendly functionality including resizable playback window, pause, rewind, and fast-forward.
- MULTIPLE RECORDING TRIGGER OPTIONS - Screen 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 the interaction recording solution.
- 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/WebM 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 - The daily backup scheduler ensures that all screen data is automatically archived. Voice and screen data can be archived together in AVI/WebM 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 solution is completely scalable to suit your business requirement and grow with you. It is available as a standalone product or as part of a more comprehensive, integrated solution that includes voice recording, centralised management, quality management and more.

web: www.datavoice.co.za | email: info@datavoice.co.za | tel: +27 (0) 11 266 1500
address: Cnr Alexandra Ave & 2nd Street, Halfway House, Johannesburg, 1685

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