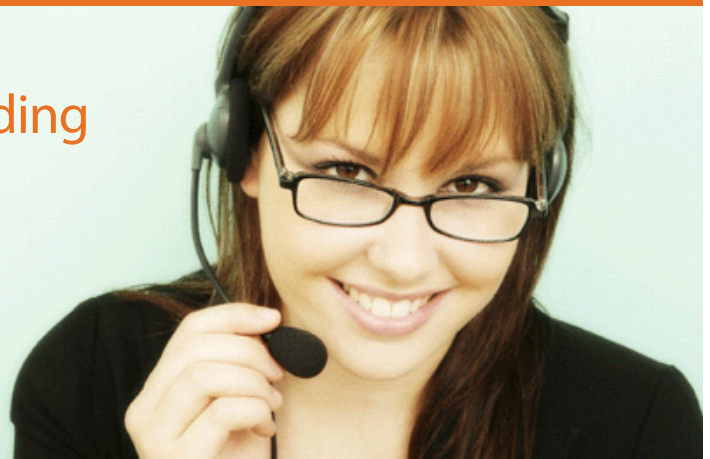




SmartCapture

Undetectable Screen Recording That Coincides with your Recorded Calls



SmartCapture extends and completes the call handler process by linking the voice recording with the corresponding visual recording of the keystroke activity. This capability is extremely beneficial in terms of service improvement, compliance, training and general oversight.

The screen recording module provides the ability to capture information that appears on employee's screen(s) while their call is in progress. Screen capture is initiated as soon as the call is received (or initiated) and extends until the call terminates.



SmartCapture is used by contact center managers to insure agent compliance and to improve the quality of customer interactions by recording not only the audio portion of the interaction with the customer, but what is on the agent's computer activity at the time of the call.

Employee	Employee Name	Day	Date	Time	Duration	Agent Call	Recording	Export Video	Download	View
Bob Doe	Bob Doe	Thu	12/8/2011	2:32:24 PM	00:02:08					
Elizabeth Bradshaw	Elizabeth Bradshaw	Wed	12/7/2011	2:47:24 PM	00:01:44					
Elizabeth Bradshaw	Elizabeth Bradshaw	Wed	12/7/2011	2:42:28 PM	00:01:22					
Karl Hager	Karl Hager	Wed	12/7/2011	2:52:28 PM	00:01:38					
Elizabeth Bradshaw	Elizabeth Bradshaw	Sun	12/4/2011	2:54:42 PM	00:01:14					
Karl Hager	Karl Hager	Sun	12/4/2011	2:57:24 PM	00:01:28					
Bob Doe	Bob Doe	Sun	12/4/2011	2:57:28 PM	00:01:27					
Elizabeth Bradshaw	Elizabeth Bradshaw	Fri	12/3/2011	2:46:36 PM	00:01:11					
Elizabeth Bradshaw	Elizabeth Bradshaw	Thu	12/1/2011	2:46:28 PM	00:01:27					
Karl Hager	Karl Hager	Thu	12/1/2011	2:48:24 PM	00:01:24					
Karl Hager	Karl Hager	Thu	12/1/2011	2:51:36 PM	00:01:12					

The screen recording dashboard provides the user with the CDR data of each call that is accompanied by a screen recording along with a button to play back the screen recording. The screen recording can be played back within the SmartRecord program simultaneously with the audio recording. The user can also have the video emailed to the address of their choosing using the export button or download the recording to their machine.

From the screen recordings dashboard, users can filter the recordings by:

- Employee
- Date/Time
- Duration

Use Case for Screen Recording

Mary is the help desk manager. It is her responsibility to ensure that her agent's are handling customer service issues appropriately and that any issues are resolved. One of the ways that Mary can monitor an agent is to review the screen recordings for a particular agent and/or recorded call.