



Complete Screen Capture & Playback

CAPTURE CALL INTERACTION WITH CUSTOMERS AT EVERY TOUCH POINT

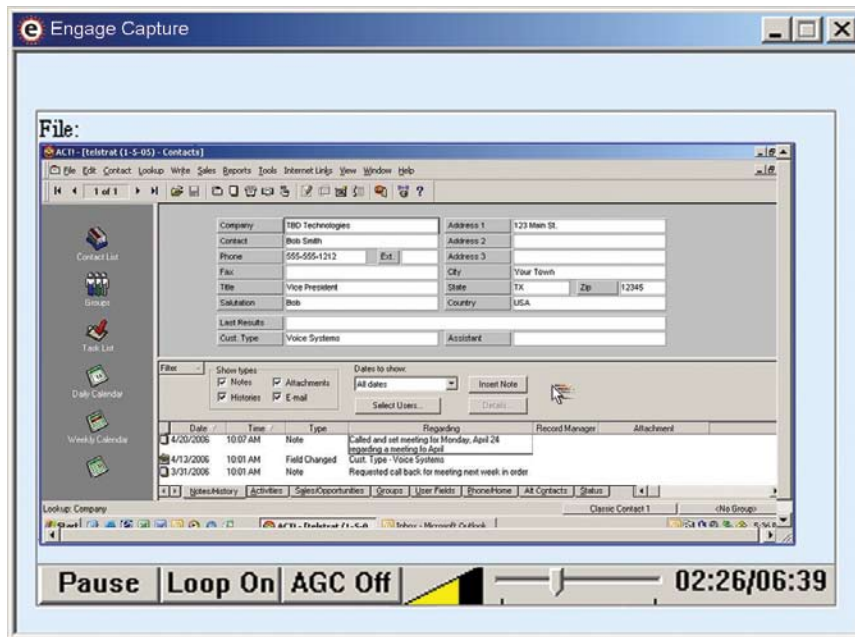
Recording voices is but one part of communication today. It's also important to consider and capture the big picture. Or the smallest screen detail. Engage Capture provides multimedia tools to monitor agent performance and customer need fulfillment, giving you the power to plainly see how to improve contact center efficiency and effectiveness.

Engage Capture records the agent's computer screen and plays back on-screen activities along with the recorded conversation. Contact center managers can leverage multimedia playback of customer calls for a multitude of invaluable uses, including detailed monitoring of customer service quality, building agent training libraries, and pinpointing areas of inefficiency.

Detailed accounts of customer-agent exchanges are enabled with surprisingly little impact on PC workstation resources, network bandwidth, and storage facilities, as a result of Engage Capture's leading-edge video compression algorithms. Post-call analysis is as simple as playing a multimedia clip at the desktop.

BENEFITS

- Enhance the ability to monitor service quality to customers for a thorough analysis of the customer experience or agent skills
- Ensure agent process adherence and prove standards compliance
- Verify transactions and improve the ability to troubleshoot or resolve disputes
- Carry out usability testing of agent application software and pinpoint flaws or inefficiencies
- Build a resource library of actual call handling for new agent training purposes
- Pinpoint errors in customer fulfillment so issues can be remedied, common agent errors can be recognized, and supplementary training needs can be identified



Playback both voice and screen recordings simultaneously from your PC desktop.

FEATURES

Capture PC activities precisely

Record agents' PC screen activities synchronized with the audio of associated calls. Files are saved in small recording sizes for your network.

Search and retrieve video and audio files

Simplify searches by filtering any combination of date, time, agent, agent group, or customer.

Coordinate configuration options with Engage Record

Intuitive administrator controls enable voice-only recording or voice-plus-screen recording. These features are integrated with the Engage Record component and can be applied to all users or applied selectively.

Evaluate and train agents

Enhance the evaluation, tracking and training of agent performance over time when integrated with Engage Score and/or Engage Coach by TelStrat.

Initiate up to 448 simultaneous sessions

Simultaneously capture up to 448 agent and supervisor workstation screens (112 per video server; maximum of 4 video servers attached to each voice server) at any given time. Record the conversations and associated desktop activities of multiple agents and supervisors cost-effectively with minimal effect on network resources.

For more information on the Engage Contact Center Suite, contact your authorized telecom equipment reseller or TelStrat.



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