



DATASHEET

Capture the Big Picture of Operations From the Smallest Screen Details

Optimize your contact center, business workforce processes as well as employee performance. Engage Capture transparently and efficiently integrates with Engage Record to provide a complete record of all call audio and screen activity.

TelStrat's Engage Capture makes it easy to gain visibility into all aspects of customer interaction. It improves workforce optimization by capturing the big picture of your business, which is often present in the smallest screen detail.

BENEFITS

- Monitor and analyze agent skills to enhance service quality
- 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

SCREEN CAPTURE

Capturing screen activities provides valuable insight into fine-tuning call-related operational processes. Know what an agent emailed in response to a customer request during a call, how a question was posed or answered in a chat session, how an agent responded to a call-related social media request, or the efficiencies of a new procedure or fulfillment application. These examples highlight just a few of the insights possible from the agents' screen activities.

SEARCH & PLAYBACK

Leverage multimedia playback of customer calls for a multitude of invaluable uses, including agent evaluation, downloading to a presentation, or simply troubleshooting customer interactions. Engage Capture simplifies pinpointing voice-plus-screen interactions for review with Engage Record's laser-focused search and advanced playback capabilities.

FEATURES

Monitor agent desktop in real time

Live monitor any port or agent screen persistently until the monitor session is closed. Engage Capture continuously monitors each agent even after the call is complete, and includes a multiple screen monitoring to coach a whole team simultaneously in real time.

Support for multiple monitors and resolutions

Engage Capture records the entire desktop regardless of the resolution sizes or number of monitors. Captures of multi-monitor sessions can be played back and reviewed on either a single or a multiple monitor setups.

Low workstation, network, and storage impact

Records screen activity only when changes take place on the employee's monitor during a call to save bandwidth and storage. With industry-leading compression, there is no noticeable network lag or any indication to the agent that screens are being captured.

Setup automated screen capture through flexible and intuitive rules-based scheduling

Capture screen activity for 100 percent of the voice recordings in Engage Record or selectively narrow the screen capture criteria. Engage Capture can be easily configured to capture at-home agents or remote offices as well.



Encrypt for PCI and many other compliance regulations

Satisfy compliance for PCI-DSS, HIPPA, Sarbanes-Oxley, FIPS, and other regulatory requirements with 256-bit AES encryption, flexible user access levels, granular permission control, and secure web access using SSL/HTTPS protocol. Use the complimentary SDK to stop and restart capture recording of sensitive data.

Search available screen captures using Engage Record's one-click filtering

Drill down through millions of call results by any metric in the recording database. Quick filter icons allow one-click filtering for a fast and easy search. To perform more complex searches, select Engage Record's custom search tool to combine any group of fields.

Playback voice and screen interactions or download into a shareable movie

Once the interaction has been located, analysis is as simple as playing a multimedia clip at the desktop. Share the voice-plus-screen .WMV movie on a network or email directly from the intuitive interface to authorized users only.



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