

# RECALL SCREENCAST

SYNCHRONIZED RECORDING OF AUDIO AND SCREENS

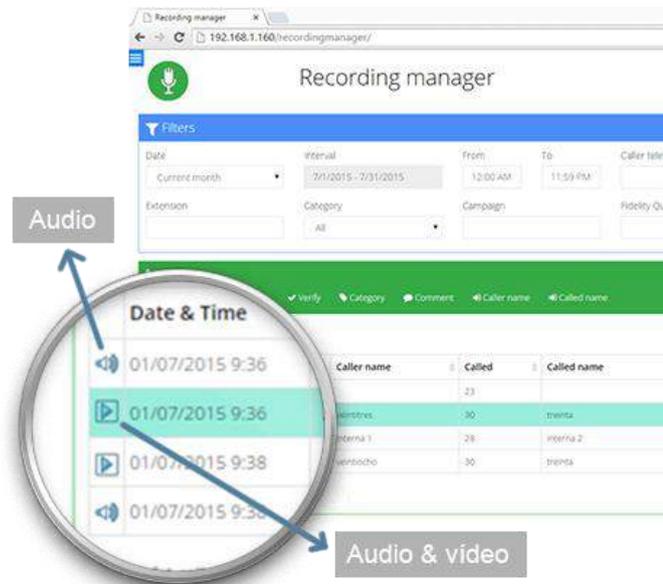
One of the keys for building beneficial long term relationships with your customers is to collect and analyze the interactions over the phone. In most cases, those interactions are **the first contact** between the Company and its customers, and **listening to the conversation is not enough**, you need the complete picture of the agents performance by means of recording their screen.

## RECORD WHAT YOU NEED WHEN YOU NEED IT

### WHAT IS SCREENCAST?

The ScreenCast software module provides Recall with the ability to record screens in order to obtain a complete understanding of the interaction with customers. ScreenCast records the contents on the agent screen during the call. The audio (.wav) and the video (.mp4) are stored in independent files. Synchronization between both files through a single click provides you with a powerful insight into agent performance.

Navigate through all the conversations and play/pause and pause audio and video recordings at any time using your web browser.



## CAPTURE

Capture agent screens from the beginning of the conversation until the end of 'wrap-up' time in order to obtain a complete understanding of the entire interaction with the

## ANALYZE

Explore conversations by listening to voice recordings and viewing agent screens. Identify key issues related to your workflow and training processes.

## IMPROVE

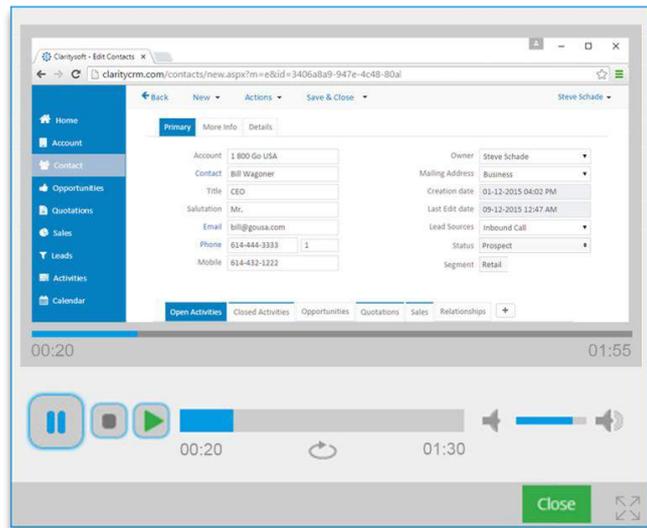
Identify best practices, help train employees, improve effectiveness in usage of new applications while identifying business process errors, and inappropriate or unproductive activities



## RECALL SCREENCAST PROVIDES A 360° VIEW OF YOUR AGENTS

ScreenCast offers the ability to get the whole insight into a transaction and into the agent workflow in the case of extension based recording (Recall IP & Digital).

ScreenCast is based on State of The Art technology and is totally future proof supporting virtually any communication and storage environment.



### Flexibility and Customization

Record only what you need and when you need it, even remote workers. Define flexible recording rules to capture only what you need. Configure the quality of screen recordings to meet your network, storage and business needs.

### Encryption, Security and Data Protection

Screen recording may be paused in order to meet PCI DSS compliance requirements and to ensure high standards of customer data protection. Pause and Resume functionality blacks out the screen so no sensitive data is visible on agents' desktops to ensure compliance with legal obligations. Screen recording is often a way to capture unauthorized activity and fraudulent behavior.

### Storage Management and Administration

ScreenCast allows you to manage your storage rules for call and screen captures separately, and to delete screen captures while retaining recorded calls for compliance purposes.

## OPTIMIZE TRAINING PROGRAMS AND SOFTWARE APPLICATIONS

Using recorded screen and voice events is a great way to train new staff and give them a detailed insight into overall call experience. Using the data from voice and screen recordings will also highlight deficient system operation, whether it is due to inadequate agent training or to the usability of the agent software.

## POST-CALL PROCESSING IN WRAP-UP TIME

Screen recording will also “run on” the recording at the end of the voice call to capture the post call processing or wrap-up phase of the call.

- Full vision of data input
- Workflow optimization
- Improve software applications usability