

Screen Recording

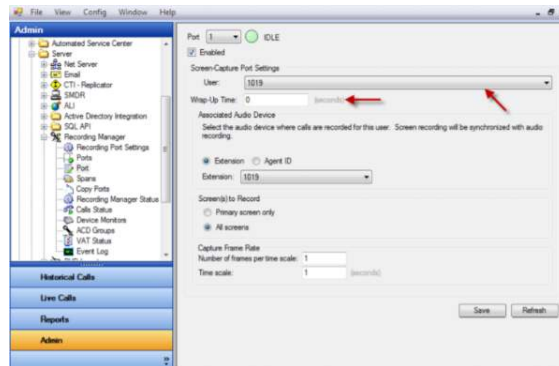


Achieving Optimal Quality of Service with Customer Interaction Intelligence

Powered by UniVoIP's Omni-Channel Contact Center, Screen Recording is an advanced intelligence tool enabling contact center management to view the entire customer-agent interaction with simultaneously recorded call audio and desktop screen activity. With Screen Recording, supervisors are properly equipped to monitor, evaluate and further train agents to refine agent competencies and improve Key Performance Indicators, while also enhancing customer experience and proactively boosting customer satisfaction.



Choose Individual Calls to Review Activity



Simultaneously Select to Record Audio and Screen

Key Benefits

- Full transparency of agent activity - live or via recordings
- Promote best-practice performance to improve QoS
- Improve workflow with identification of bottlenecks and challenges
- Increase productivity through training customization
- UI & Desktop applications analysis capability