



Add PC screen recording to CALLPARROT call recording for a comprehensive look at agents' fulfillment activities.

Fully synchronized voice and PC screen capture provides an exact record of customer-agent encounters

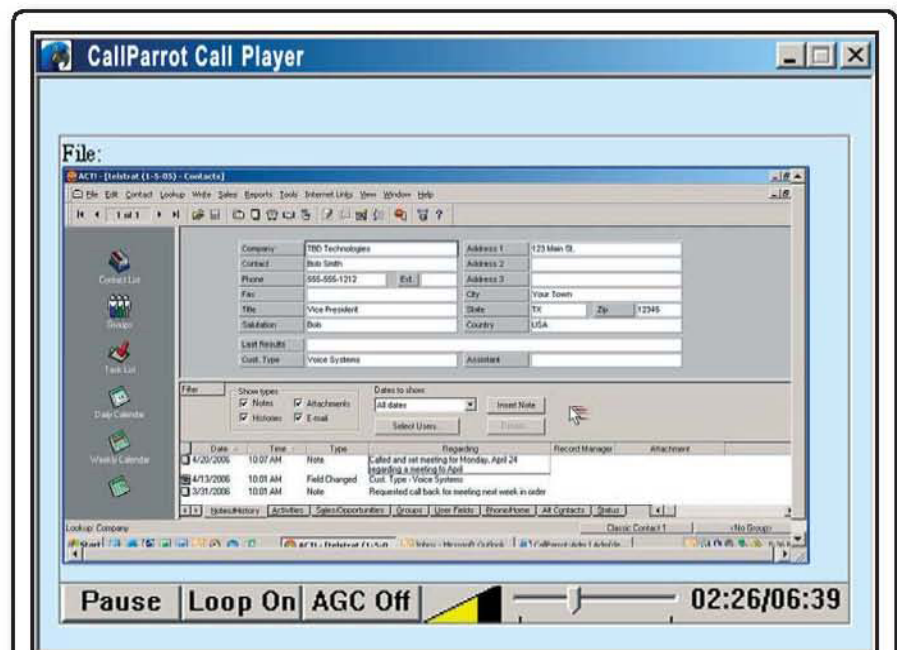
Leverage recorded PC workstation sessions for a multitude of purposes, including:

- Enhanced 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



Now call center quality monitoring can be taken to a new level with a comprehensive means of recording customer service fulfillment activities on agents' PC workstation screens. Call 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 in call center application software.

These detailed accounts of customer-agent exchanges can be enabled with a surprisingly minimal impact on PC workstation resources, network bandwidth, and storage facilities as a result of this suite's leading-edge video compression algorithms. Post-call analysis is as simple as playing a multimedia clip at the desktop.



The CALLPARROT Screen Capture Suite enables recorded conversations and agent screen activities to be replayed in a fully-synchronized audio-video format.

SCREEN CAPTURE FEATURES

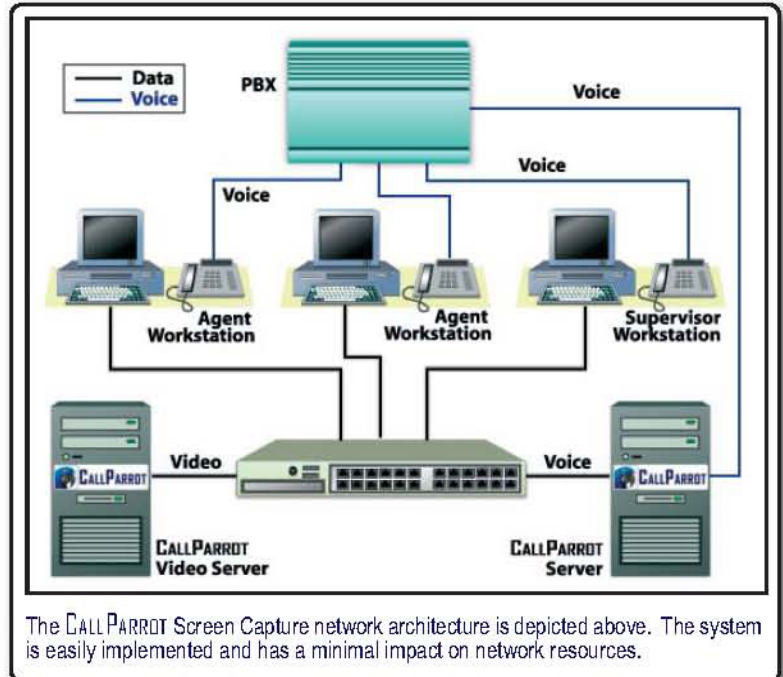
This screen capture suite offers a plethora of tools to improve call center efficiency and effectiveness by monitoring agent performance and their fulfillment of customer needs.

Up to 72 simultaneous sessions. All recorded users can be enabled with screen capture and replay capability, and up to 72 user screens can be recorded at any given time.

Fully synchronized. Recorded voice and PC screen activities are fully time-synchronized for a precise record of agents' on-screen actions.

Efficient network usage. Record conversations and agent desktop activity of multiple users and supervisors cost-effectively, with a minimal effect on network resources.

Flexible configuration. Intuitive administrator controls enable voice-only recording or voice-plus-screen recording. These features can be applied to all users or applied selectively. The screen capture suite is tightly integrated with the CALLPARROT recording system, therefore one can expect the same level of configuration flexibility to suit any need.



PLAYBACK FEATURES

Robust search and retrieval. Indexing of call metrics enables simple call searching or filtering by date, time, agent, agent group, or customer.

Minimal network impact. Network bandwidth utilization is minimal due to small recording file sizes, and compressed file format makes storage of recorded sessions easy to administer.

Simple playback. Recorded sessions can be replayed easily from the desktop using an intuitive, full-featured multimedia player that replays audio and video portions in unison.

Integration with agent evaluation software. Fully integrated with the CALLPARROT Agent Scoring Suite, all screen capture records can be replayed for agent evaluation and tracking of agent performance over time.