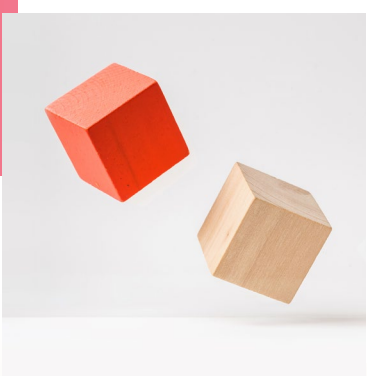


Screen Recording

Continually improve your customer experience



4 Key Benefits

- Voice Recording and Screen Recording integration
- A video library of the TOP FAQ's or Fixes can be created for future use via Web Chat or email
- Additional Information recorded that will further promote quality and create efficiencies
- Hear and See exactly what happened.

Screen Recording allows us to create better efficiencies for you along with additional compliance for recording customer interactions – meaning an elevated customer experience.

Screen Recording is a non-intrusive tool that works away in the background and activates upon receipt of a customer call. Your customer is completely unaware of this additional recording tool going to work for you.

Agents process your customer calls using a designed call script. This script can also integrate with your platform / CRM with an emphasis on resolving your customer query and promoting a good customer experience with your brand. Screen Recording is a like recording of all screen movements that happened during the customer interaction.

Call Recording is common practise in todays business and we work to protect this data and whether we record it in the first place giving your customer the option to opt out

- Screen Recording can be masked and only record the elements you want
- Fully secure system

How it works

Similar to Call Recording of your calls, our technology allows us to also Record all the Screen Movements an agent makes processing your customer call. Each recording is securely stored in line with GDPR requirements.

Screen recording can be a full blanket recording of all your calls, per call type and or mask the collection of specific fields, example credit card information or personnel information.

Key Features

Both Audio and Visual

Your customer interaction is recorded both in audio and video.

Library Collection

Create a Library of the most common interactions and how they were resolved by our agent. These shorter video clips can be sent to customers after the call and or integrated as part of our Web Chat services to promote self service.

Speed up the processes

Screen recording allows us to act on calls exceeding the average call handling time, see the reasons why and address appropriately.

Record when we are on your Platform

Screen Recording can also include where we leave our system and join yours.



Screen Recording is part of our Screen Sharing and Co-Browse service offering.

Screen Sharing

Screen share lets our agents share an application or your customers the entire desktop during a telephone call.

Co-Browse

We can see your Customers Viewpoint – Helping them navigate your website and promoting your brand's positive experience.

