

Release
5.1

SCREEN RECORDING

With the Screen Recording option for the CyberTech Recording Solution, PC monitors can be recorded and replayed simultaneously with the recording of telephone-calls.

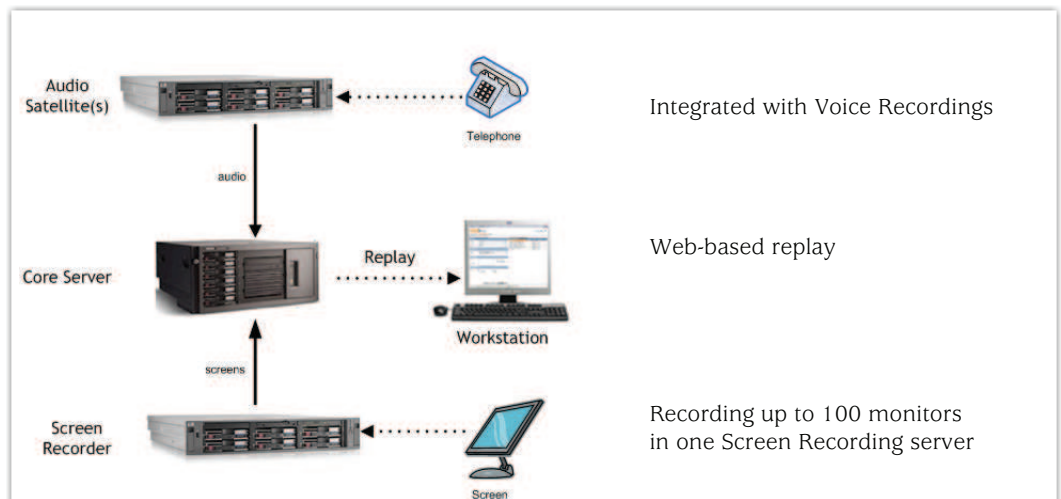
INTEGRATED

Screen recording is an important feature that will deliver significant benefits to organisations, whether for dispute resolution or for quality evaluation purposes. It provides organisations with a complete picture of any transaction enabling more effective and informed evaluations to be conducted. Of course, there are many environments where users operate multiple monitors in the course of their work and it is essential that systems have the capability to capture all information from every monitor.

FEATURES

Key benefits of the CyberTech Screen Recording Solution are:

- **Integrated solution.** Screen recordings are stored and replayed together with the voice calls. Replay of the screen recording can be done in the standard CyberTech web-based application, or in a separate window or second monitor.
- **Use of Industry standards.** In line with other parts of the CyberTech software architecture, the workstation software client used (VNC) is proven technology, based on open standards and already used by millions of users.
- **Easy to use.** Side-by-side placement of the recorded screens in the same web-based application as the voice replay- and evaluation applications eases the evaluation and QM of interactions.
- **Multiple monitors.** Up to 3 monitors per user can be recorded.



RECORDING

The recording part of the Screen Recording has the following features:

- **Storage.** The stored screen recordings are stored in a proprietary format which requires the CyberTech Screen Player for replay.
- **Efficiency.** The refresh rate interval and colour depth can be configured to select most efficient combination of quality versus required bandwidth and storage space.
- **Wrap-up time.** The screen recording will continue to record a configurable amount of time after the end of the call.
- **Security.** Measurements have been taken to ensure secure storage and avoid unauthorised replay of screen recordings.

REPLAY

Replaying of the Screen Recording is completely integrated and web based. The standard WebGUI displays a list of calls that have been found through the 'calls search' screen. If a screen recording is available users can click the screen recording symbol to start replay of the screen recording. A separate web-window is opened and ensures synchronised play-back of both video (screen recording) and audio (conversation). This window contains the standard controls for - rewind, stop, pause, play, fast forward, volume, playback speed. The user can scale the screen as desired and the video may be placed on a second monitor.

WEB BASED

SCREEN RECORDING

VOICE RECORDING

my account system installation system configuration user administration system status **evaluation** recorded calls quit

selection forms projects evaluate review reporting

Screen player

Audio player 03.972

01 Opening was not correct

01 Corporate greeting given ? reeting given ?
(+)
1 2 5

02 Greeting with a smile ? (+)
1 9 10

01 Accurate information given ? (+)
 No Yes

02 Ticket booked correctly ? (+)
 No Yes

03 Two lines of address checked ? (+)
 No Yes

04 House name number repeated ? (+)
 No Yes

05 Refund / Change of ticket conditions given ? (+)
 No Yes

06 Booking details repeated ? (+)

You are evaluating call #695447 made by user Anthony Foster (Tony_DEMO15) on 3/8/2006 7:56:26 PM. SCORE (SO FAR) 7.16

Cancel Save changes Save and Next

TOTAL SOLUTION

Screen Recording is one of CyberTech's new generation of integrated applications for the Recording Solutions. Together with the new Evaluation Application it will provide total quality and efficiency driven monitoring with the most complete picture of every call to identify where performance can be improved. Being web-based, they will also deliver significant time and operational efficiencies as well as lower costs of ownership. The current version of the Screen Recording feature can record up to 100 monitors, this number will be increased in future releases.