



Desktop Recording

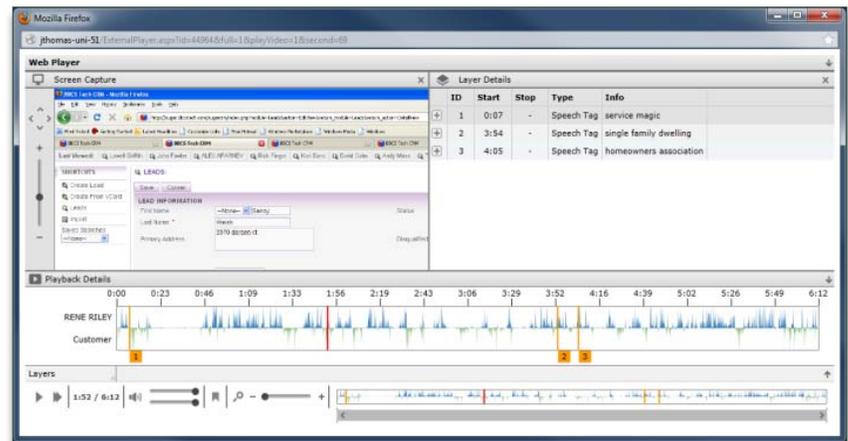
Discover the benefits of understanding, assisting and improving agent performance through screen recording

Uptivity's Desktop Recording empowers you to improve efficiency, customer service and quality. Desktop recording combines full-motion video with synchronized audio recording to create a comprehensive view of customer interactions. You can apply this insight to improve the overall level of service you provide to your customers.

Key features

Screen Recording

- Full motion video, captured at variable bit rate
- Support for multiple monitors
- Record remote offices and at-home agents
- Continue to record after-call work when the phone conversation ends
- Sensitive information can be blacked out to comply with regulatory requirements, such as PCI, available with the optional compliance recording bundle
- Record email and chat sessions
- Agents will not notice any change in system performance when recording begins



Playback

- Synchronized audio/video playback is seamlessly integrated into Uptivity's quality management module
- Click-and-drag to zoom in on areas of interest
- Recordings are easily exported, archived or shared in standard (MPEG or .AVI) or encrypted formats

Efficient – because time is money

Desktop recording enables you identify workflow issues, improve your training materials and monitor and manage email and chat usage while encouraging effective use of agent tools. Customizable recording options – either time-based or triggered by third-party applications – result in an effective solution for monitoring performance of blended agents or off-phone agents, both in the contact center and in the back office.

Identify workflow issues

Desktop recording helps you identify strengths of your agents while also identifying areas where they may be struggling. Having a better understanding of agent weaknesses enables you to provide additional

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training where needed, leading to improved agent efficiency, which in turn means improved average handling time (AHT), increased first call resolution (FCR) and more satisfied customers.

Leverage advanced chat and email recordings

Uptivity's advanced application programming interface (API) enables third-party chat applications to send recording triggers to desktop recording, enabling it to record the duration of the chat session. These applications can also update the Uptivity recording with additional information about the chat, such as the customer's ID, or the customer-facing webpage that initiated the chat.

Ensure quality interactions

Desktop recording seamlessly integrates with quality management (QM), enabling you to view recordings while performing agent evaluations. QM makes it easy to create specific forms for evaluating chat and email transactions and to aggregate them within your contact center's overall quality campaign.

Augment your training curriculum with real-world examples

Desktop recording enables you find the agents who are most efficient at using desktop applications, such as your CRM or other tools. Once you have identified top performers, their recorded interactions can be used to coach and train the rest of your staff to reach optimal performance levels. Desktop recording also enables you to provide greater consistency in your training. You can create your multimedia training material using recorded calls, pre-screened for content and quality. This ensures trainees learn how to handle difficult callers as well as everyday scenarios, resulting in higher levels of quality delivered on a more consistent basis.

Use flexible, timed schedules

By defining periods of time during which agent desktops will be recorded, Uptivity's timed schedules (available via an add-on module) provide a quick and easy way to ensure chat and emails are captured. The flexible schedules can be set for timed intervals, such as every 15 minutes or every 30 minutes. The schedules may also be set by day of week and time of day, enabling recording agents on a schedule that suits your needs.

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What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance?

Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.