

Screen Record

Power your analytics with screen recording

Improve agent performance with accurate screen recording to complement audio recordings, transcription and analytics

Introducing CallMiner Screen Record

Contact centres are able to realise high-quality customer experiences based on effective front-line agents. These agents can't understand how to improve their customer engagements without feedback and guidance. Conversation intelligence is critical to understanding each customer interaction, and how to improve those engagements. But imagine additionally providing supervisors actual playback of the agent's screen during a customer interaction.

CallMiner Screen Record empowers front-line customer agents and managers with screen recordings made during customer interactions to drive robust insight into agent effectiveness. Suddenly, your customer-facing teams can gain more insights into every aspect of the agent and customer interaction to improve the customer experience.

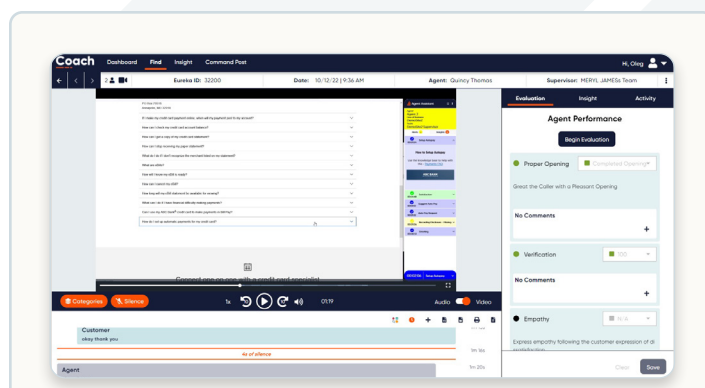
Ensure compliance and quality assurance

Screen Record helps ensure compliance and quality assurance by recording the screen alongside the audio file. Supervisors can quickly and easily see what the agent sees in order to zero in on how to best represent legal disclosures and other requirements.

Manage agent performance

In addition to compliance and quality assurance benefits, Screen Record helps onboard, train and coach agents. Supervisors can use the screen recordings to help support newer agents and provide guidance to more senior agents. Additional benefits include:

- Improve call handling, FCR and other important metrics
- Synchronise audio and video playback for a better overall agent and customer engagement evaluation
- Streamline organisational processes and improve the customer experience
- Get the benefits of face-to-face coaching while working remote



Features

Synchronise audio and video

Synchronise audio and video playback to better understand the quality of agent and customer interactions as they occur.

Minimal agent training required

A simple desktop client installation is all that is necessary to begin seamlessly recording agent screens for analysis.

Manual redaction

Our API allows for manual pause and resume functionality to avoid capturing sensitive customer information on the recording.

Minimise storage requirements

Trigger Screen Record when the agent connects to a call. Only changes in screen activity are captured so you only record active movement on the screen.

Synchronise screen capture with call events

Gain greater insight into agent performance by associating Screen Record with call events and voice stream from common contact centre as-a-service (CCaaS) platforms like Amazon Connect.

Key Benefits

Supports compliance and quality assurance initiatives

Compliance and quality assurance aren't just nice to have but rather are critical for business operation. Use Screen Record to train and coach agents on updated procedures and best practices. Easily access past recordings and review as needed.

Improve organisational processes

Screen Record can help fill in the gaps when used alongside the audio recording. For example, silence may indicate a process improvement need, such as logging into another system, too many keystrokes, unclear UI, etc.

Effectively manage remote teams

Today, more agents are working remotely than ever before, and remote work is no longer temporary. Screen Record allows you to effectively onboard, train, and coach agents in a remote environment.



Challenges and Capabilities

For contact centre leaders

Power your voice analytics with Screen Record. Screen Record gives you even more information at your fingertips. Get a better picture of every customer interaction and identify process and agent performance opportunities. Contact centre leaders will be armed with more information to empower agents and drive a better customer experience.

For remote teams

Working remotely presents several challenges for both supervisors and agents. Supervisors may be wondering how to effectively onboard new agents in a remote environment or mentor more senior agents. Screen Record helps supervisors zero in on calls and provide meaningful feedback.

Request a demo today

For more details about the CallMiner platform, contact your CallMiner Sales Director or:

sales@callminer.com

"A work-from-home workforce, if managed and nurtured properly, can raise productivity, engagement and employee retention."

John Quaglietta, Sr. Director Analyst in the Gartner Customer Service & Support Practice

Gartner

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