



quality assurance made simple..

Cacti Screen Logger™

Selective or Continuous Desktop Recording

"When we listened to recorded calls, we heard intervals of silence and tried to imagine what the agent was doing...Now we can see what he's doing, and why..."

Solution Summary

Intelligent Screen Recording of Agent Activities
Integrated Solution or Stand Alone
Selective or Continuous Screen Recording
Stealth Mode Screen Recording

Do we have the ability to monitor the entire transaction?

Enterprise Agent Screen Recording

ScreenLogger records agent's desktop activities during a transaction and allows the supervisor to playback/review the recorded conversation completely synchronized with the recorded screen sessions. This provides invaluable insight into the agent's efficiency and identifies areas for improvement. Cacti solutions support continuous or selective recording of screen activities from a single server platform and can easily be integrated with ObserveCTI™ or FocusRecord™.

Completing the Picture

ScreenLogger in conjunction with ObserveCTI™ or FocusRecord™ enables your organization to view, hear and manage more efficiently. Supervisors have access to the entire agent and customer transaction. This provides supervisors the ability to determine areas of improvement and to provide invaluable coaching to agents within the contact center. In addition, ScreenLogger can be integrated with Record On Demand, which enables the agent to initiate the recording of their voice and screen activities with a click of a mouse.

Supervisors and managers can compile a comprehensive quality audit on each agent by viewing the synchronized screen and voice recording-- while auditing within a single replay window screen. Supervisors can fast forward, pause, rewind, scan, and expand screen recording depending on preference.

Cacti Automated Screen Recording

Cacti offers a single source for your solution and will help design and implement the screen recording solution to measure and evaluate performance. Your organization will be able to build or enhance current customer satisfaction and measure performance.

BUSINESS BENEFITS

- Single Interface for Screen, Voice and Auditing of Recordings
- Completely Synchronized Screen Recording
- Improved Customer Satisfaction and Loyalty
- Non-Proprietary and Open Architecture Solution
- Supports embedding of voice and screen Recordings into any document or email
- Identify Training Opportunities
- User defined Scheduling by Group, Agent, Date, Time or etc.
- Requires very little Bandwidth Requirements
- Stealth Mode Recording
- Stand Alone or Integrate with ObserveCTI or FocusRecord
- Cost Effective, Easy to Install and Maintain

minimum requirements

ObserveCTI/FocusRecord Performance Server

Single or Multiprocessor Pentium 500 mhz or better
Windows NT/2000
512 MB RAM with 4-700 GB Hard Drive (Storage)
Windows NT Service Pack 5.0 or better
Ethernet, Token Ring
Optional CD-ROM, DVD-RAM or Tape
Tower or Rack-Mount

Client Workstation

Microsoft Windows NT, 95, 98, ME, 2000, XP
Pentium or Better
128 MB RAM or Better
TCP/IP Connectivity
Auditors required sound card with audio outputs

Visit www.cacticom.com for more information.