

skreen

Screen recording

Screen Capture is a tool that captures the screen activity on an agent's workstation at the same time the call (audio) is being recorded. Screen Recording adds value to the quality monitoring process of an organization as it allows the validation of the agent's interactions as well as the appropriate usage and knowledge of specific tools.

BENEFITS

- ▶ Identifies improvements and learning opportunities for measurable results
- ▶ Provides key performance indicators
- ▶ Improves the evaluation process
- ▶ Helps assess the total customer experience
- ▶ Provides a clear and accurate picture of the agent's workflow
- ▶ Prevents and resolves conflicts

CONTACT US

 877 225-9988

 sales@komutel.com

 www.komutel.com