



Enghouse
Interactive



Quality Monitoring Benefits:

- Improve employee training with “real life” examples
- Optimize company systems for ideal performance
- Ensure employees appropriately utilize business assets
- Gain a comprehensive understanding of employee activity and customer interactions
- Provide an audit trail for security
- Meet legal obligations
- Unobtrusively and efficiently monitor agents

CallRex Computer Recording

CONTACT CENTER OPTIMIZATION WITH DESKTOP COMPUTER RECORDING & MONITORING

CallRex Computer Recording™ is a full-featured desktop recording and monitoring software solution offered as a supplement to CallRex Call Recording™ software. Designed to help companies optimize their staff and their business systems, CallRex computer monitoring software is innovative and easy-to-use.

Comprehensive View of Customer Interactions

With CallRex Computer Recording, supervisors have insight into the complete customer interaction. Voice and data synchronization allows managers to hear what is being said on the telephone as well as view what is being executed on the agent's desktop.

Document Complete Customer Communications

Full-motion videos can be exported as .wmv files and played back using standard desktop media players. The entire customer interaction—including desktop video and the telephone conversation—can be attached to e-mail or CRM records.

Fine-Tune Business Systems

Average handle times (AHT) and post-call wrap-up times can be reduced through streamlined business systems. Live monitoring and review of full-motion videos can provide insight into the flow of business systems and can help to identify employee training needs.

Improve Training

No one likes to have someone looking over their shoulder while working. Using CallRex Computer Recording software, managers can live monitor agents silently, relieving stress on the agent, making the observation more natural and less strained. In addition, the CallRex client displays each users' status, so managers can better utilize their coaching time, monitoring calls as they arrive, rather than waiting at an employee's desk for a call to monitor.

Key Features

FULL-MOTION VIDEO

Managers can view the entire customer interaction, synced with the telephone audio, providing insight into the flow of business systems and processes.

LIVE MONITORING

Contact center managers can view employee desktop activity in real-time. Ideal for spot monitoring and to provide employees timely feedback.

MULTI-LEVEL ACCESS RIGHTS

Administrators can assign permissions to managers for monitoring, desktop recording, video, playback and reporting on individual employees and groups.

MULTI-SITE SUPPORT

Live monitor and record video from any location with the Web-based CallRex user interface.

SCREEN RECORDINGS

Automatically capture a visual record of employees' desktop computer activity, regardless of telephone usage.

SEARCH AND RETRIEVE

Desktop video recordings can be retrieved through searches by date, time, or user name.

SIMPLE CONFIGURATION

Multiple users can be configured using an intuitive interface. Monitoring can begin in a matter of minutes.

The Technology

CallRex Computer Recording software integrates with the CallRex Call Recording software solution. The software runs on standard Windows servers, and requires no proprietary hardware or complex installation.

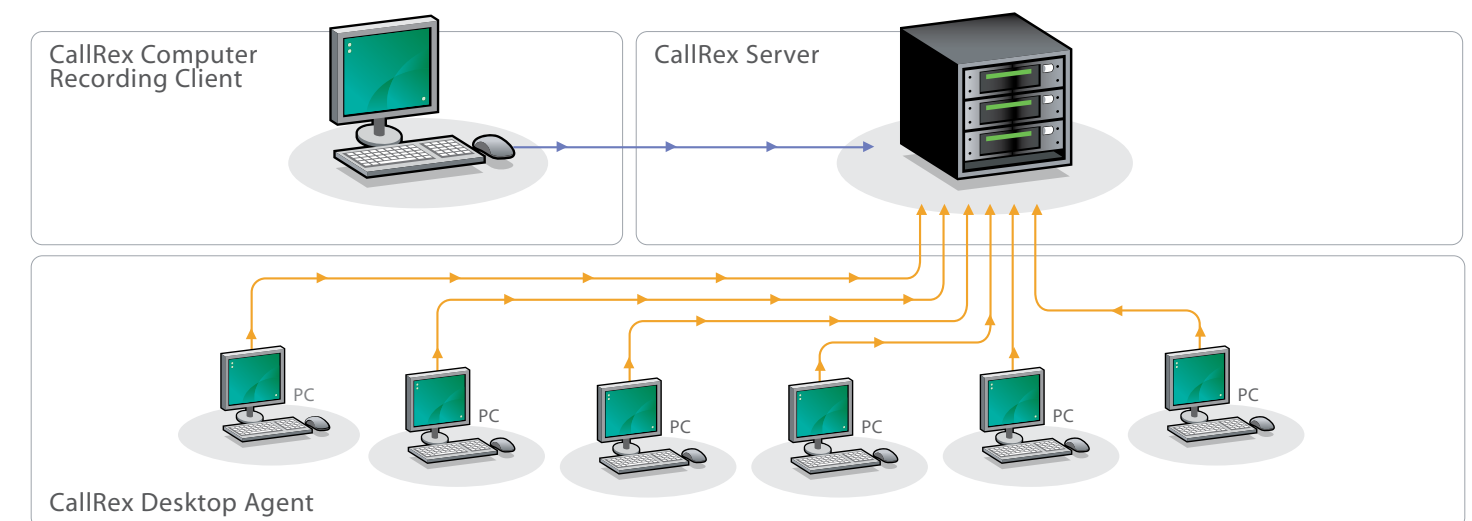
Deployment

Administering and deploying CallRex Computer Recording is a simple process using CallRex's deployment tool. Users are tracked by Windows domain login, allowing administrators to silently upgrade or uninstall software remotely.

The CallRex client interface shows which desktops have the CallRex Desktop Agent installed, and when the system last contacted the servers.

Branch offices and remote sites are interconnected via the WAN for real-time live monitoring and activity recording from any location.

For multi-site deployments with CallRex Call Recording, the CallRex Server is installed on Windows servers distributed across multiple locations. Scalability is achieved by adding Windows servers.



CallRex Client

The CallRex client can be run using any Microsoft Silverlight-compatible browser running on a supported operating system. The Silverlight plug-in must be installed to run the CallRex client.

Desktop live monitoring is not supported within Mac environments.

Supported browsers include:

- Microsoft® Internet Explorer 6, 7, or 8
- FireFox 2 or 3
- Apple® Safari 3 or 4
- Google Chrome

Recorded Desktop Requirements

- Any of the following: Windows XP Service Pack 2, Windows Vista, Windows 7
- Minimum processor speed: 1 GHz
- 1 GB RAM minimum

Server Requirements

- Any of the following: Windows Server 2003, Windows Server 2003 R2, Windows Server 2008 x86, Windows Server 2008 x64*, or Windows Server 2008 x64 R2*, Windows XP Professional or Windows 7
- 1 GB free space minimum for program files, plus additional space for recordings, depending upon your usage and business requirements. 100 GB minimum recommended.

About the CallRex Software Suite

The CallRex software suite includes IP call recording and call center optimization software designed specifically for small- and medium-sized businesses, such as:

CallRex Quality Management Suite™

Contact center optimization software

CallRex Call Recording™

Call recording and monitoring

CallRex Computer Recording™

Desktop computer recording and monitoring

CallRex Agent Evaluation™

Call scoring and agent coaching for call centers

CallRex Workforce Management™

Forecasting, scheduling, and adherence monitoring

CallRex API™

Custom integration solution for CallRex call recording software

* Applies to selected IP telephony systems, contact Enghouse Interactive for additional information.

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



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