



CallRex

computer recording

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.

Through formal and informal quality monitoring programs, companies can:

- 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

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.

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-Site Support

Live monitor, record video and screen SnapShots from any location with the CallRex interface.

SnapShots

Capture screen SnapShots automatically to provide a visual record of employees' desktop computer activity. Multiple monitor screen capture is supported for screen SnapShots. Standard controls (play, fast forward, rewind) are used to playback images. SnapShots can be used to train employees as well as to review performance.

Search and Retrieve

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

Simple Configuration

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

Multi-Level Access Rights

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

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.



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 has been centralized through the CallRex client interface. The interface shows which version of the CallRex Desktop Agent is installed on each employee's computer and when the system last contacted the servers. Additionally, administrators can remotely restart the users' clients from the CallRex interface.

Users are tracked by Windows domain login, allowing administrators to silently upgrade or uninstall software remotely.

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.

Recorded Desktop Requirements

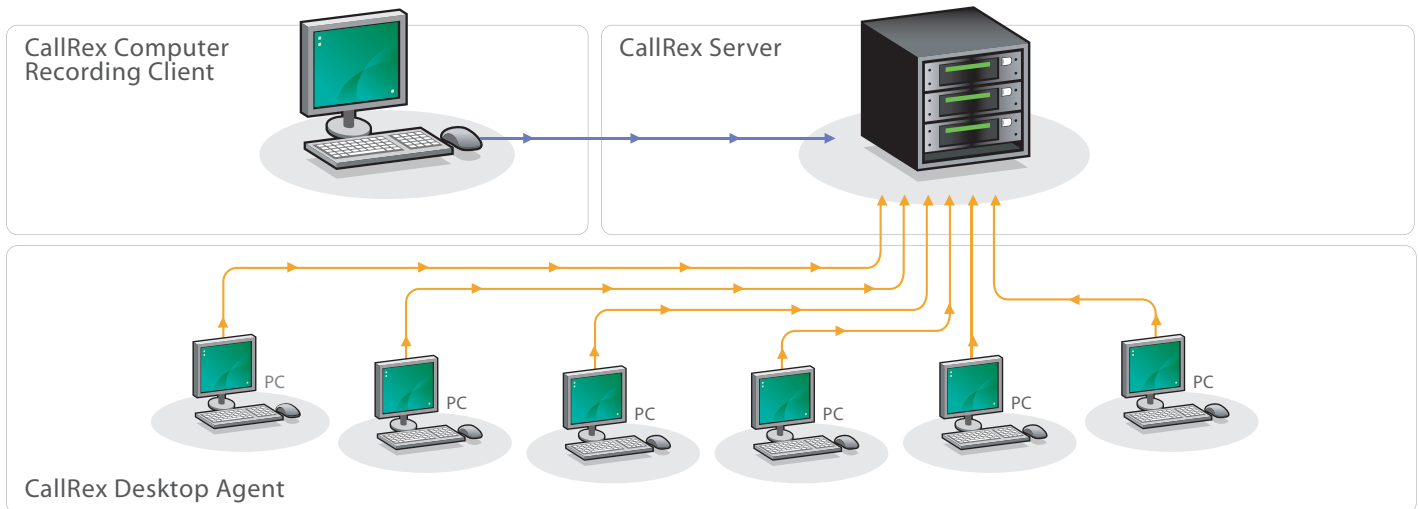
- Windows XP Service Pack 2, Windows Vista
- Minimum processor type Celeron M
- Processor speed: 1 GHz
- 1 GB RAM minimum

Desktop Client Requirements

- Windows XP Service Pack 2, Windows Vista
- Sound card (for playback to speakers) or USB headset
- Minimum processor type Celeron M
- Processor speed: 1 GHz
- 512 MB RAM minimum
- 100 MB Free disk space

Server Requirements

- Windows 2003 server, Windows 2003 R2 Server, Windows XP Professional
- Minimum 1 GB memory
- 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 Telrex

Telrex provides IP call recording and call center optimization software designed specifically for small and medium sized businesses, such as:

- CallRex Call Recording™: Call recording and monitoring
- CallRex Computer Recording™: Desktop analytics and computer recording
- CallRex Agent Evaluation™: Call scoring and agent coaching for call centers
- CallRex Workforce Management™: Forecasting, scheduling, and adherence monitoring
- CallRex Speech Analytics™: Automatic analysis of recorded calls
- CallRex API™: Custom integration solution for CallRex call recording software