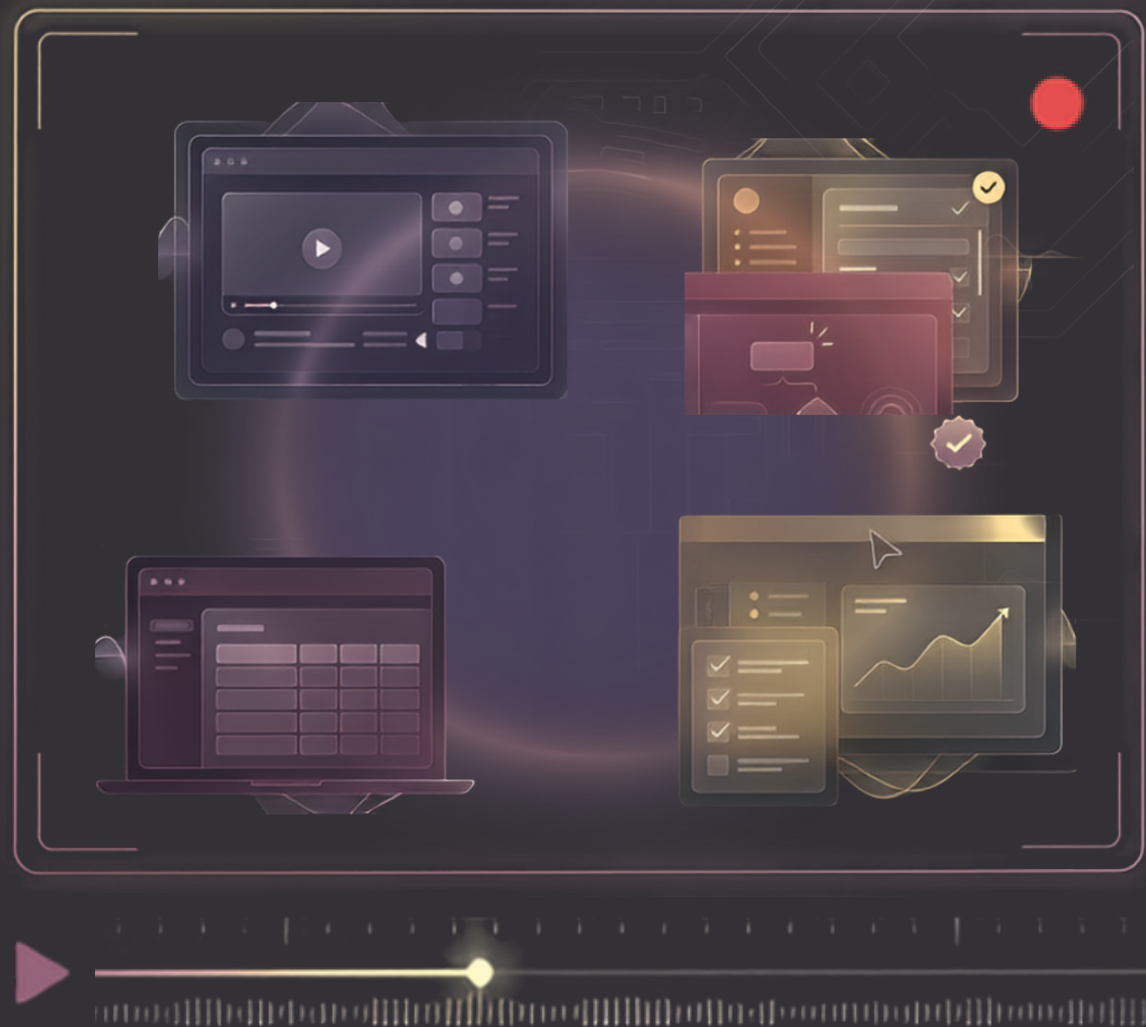


Capture screen activity for a complete view of agent performance

A recorded voice interaction tells only part of the story. It cannot reveal incorrectly captured data, fully evaluate agent effectiveness, or distinguish between agent performance issues and system or process challenges.

With **DataVoice Screen Recording**, organisations gain a fully integrated and synchronised view of contact centre activity - combining voice and on-screen actions to deliver complete operational visibility.

Capture screen activity for a complete view of agent performance



Boost Efficiency, Performance, and Service

Screen recording works seamlessly with interaction solutions, letting organisations review synchronised phone conversations and on-screen agent activity exactly as they occurred.

This supports faster, more accurate dispute resolution while identifying process inefficiencies, application challenges, and training needs. The result is improved agent assessment, optimised workflows, and enhanced customer service.

Screen recording can also operate independently to evaluate back-office performance and operational efficiency. Additionally, it helps identify corporate IT policy violations, such as unauthorized browsing or non-work activities during business hours

Scalable by Design

The **DataVoice Screen Recorder** is a fully scalable solution designed to meet your current business needs while supporting future growth

It can be deployed as a standalone solution or as part of a comprehensive, integrated DataVoice ecosystem that includes voice recording, centralised management, quality management, analytics, and more.



Key Features

Invisible Recording

Capture desktop activity across multiple workstations within a networked environment without impacting the user experience.

Intuitive Playback

Replay screen activity as full-motion video recordings with user-friendly controls, including resizable viewing windows, pause, rewind, and fast-forward functionality.

Multiple Recording Trigger Options

Initiate recordings through predefined schedules, assigned function keys, application launches, or integration with interaction recording solutions.

Effortless Search

Quickly locate recordings using flexible filtering and search capabilities.

Easy Playback

Access synchronised screen and voice playback through a convenient web interface.

Export Files

Export recordings in AVI or WebM formats for sharing, training, or documentation purposes.

Key Features

Multiple Screen Support

Record up to 16 screens connected to a single workstation.

Simple Backup and Archiving

Automated daily backup scheduling ensures secure archiving of screen data. Voice and screen recordings can be archived together for simplified reference and retrieval.

Key Benefits

- User-friendly interface designed for operational efficiency
- Cost-effective solution for evaluating contact centre and back-office performance
- Measure desktop skills, tool proficiency, agent productivity, process adherence, transaction efficiency, and customer service quality
- Quickly identify operational challenges for timely resolution
- Enable effective "train-by-example" coaching using real interaction recordings

Boost Efficiency, Performance, and Service

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About DataVoice

DataVoice is a trusted global provider of secure interaction recording solutions for corporate and high-stakes environments. The organisation supports partners worldwide in reducing risk, protecting reputation, and ensuring regulatory compliance.

By transforming every recorded interaction into actionable insight, DataVoice enables organisations to strengthen operational performance and accountability.

Contact us

12 Delphi St
Eastgate
Sandton
2090
South Africa

+27 11 719 0000
www.datavoice.tech
info@datavoice.tech

