

Syntellect Solutions

Call Recorder allows the archival period of calls to be defined. Based on your business needs, various subscriptions can be created that define retention periods.

SCREEN RECORDING

While you are able to use Call Recorder's screen recording feature to ensure your agents are focused on their job, there are many other benefits desktop screen capture can bring to your business.

IDENTIFY WORKFLOW ISSUES

Find the people who are most efficient at using your CRM and other desktop applications. Identify your top performers, and use their recorded interactions to coach and train the rest of your staff to reach optimal performance levels. As you gain greater desktop efficiency, you will be able to improve your call handling times, increase First Call Resolution (FCR), and satisfy more customers.

EMAIL AND CHAT RECORDING

Call Recorder's screen recording feature can help you monitor and manage email and chat. You can set screen recording based on blocks of time, or you can send automated recording triggers based on activity in third-party applications. The result is an effective solution for monitoring performance of off-phone agents—both in the contact center and in the back office.

AUGMENT YOUR TRAINING CURRICULUM

With Call Recorder's screen recording feature you can provide greater consistency in your training without investing in a complete online university. Replace the on-the-job training and live

monitoring sessions you use in training with recorded calls, pre-screened for content and quality. You will ensure your trainees all learn the same thing, the same way. Your net is higher levels of quality delivered on a more consistent basis.

QUALITY MONITORING

The case for quality was proven long ago: quality drives customer satisfaction, and customer satisfaction drives repeat sales. With the Quality Monitor feature of Syntellect Call Recorder managers can be assured that they are taking a critical step to maintain the highest levels of quality.

Every contact center is unique. It takes a thorough understanding of your business drivers to deliver a monitoring program that is appropriate for your company. Syntellect is staffed by industry veterans who will work with you to design the right solution. We take several factors into consideration when we work with you: your existing technology, your performance measurements, your future goals—and, of course, your budget. The result is an effective way to monitor your quality and calibrate to your standards.

CUSTOM EVALUATION FORMS

Slice and dice your data. With the Composer feature of Call Recorder's Quality Management module you can build multiple evaluation forms. Get started right away building web-based evaluation forms, tests, or quizzes in a matter of minutes. No need to bother your IT staff; you can add questions, sections, or responses to your forms with a click of your mouse.

Build as many custom forms as you need. Each form can have an unlimited number of sections, each section can have an unlimited number of questions, and each question can have an unlimited number of responses.

Choose the weighting for each section, question, and response for dynamic scoring. Use our reporting engine to dive deep into your data, spotting trends at each level of your organization.

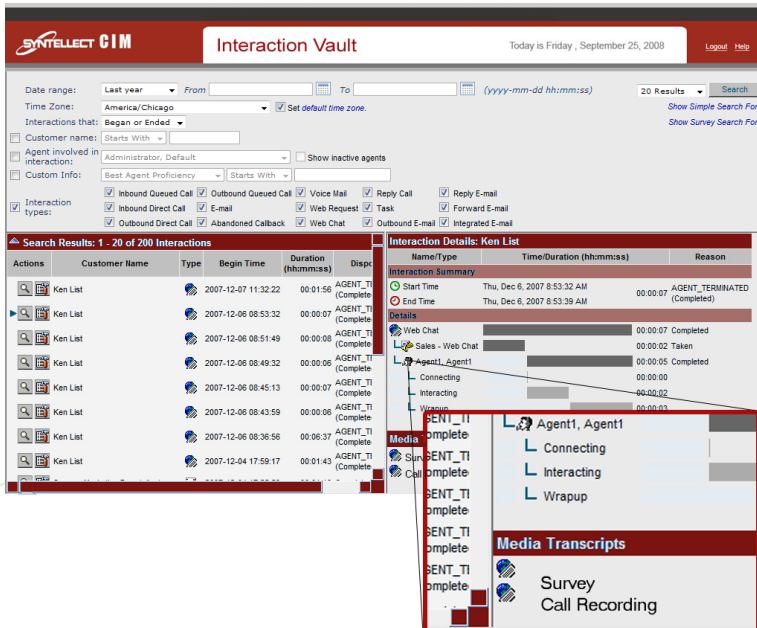


Connecting

you and your customers through
integrated communications

INTEGRATION WITH SYNTELLECT CIM

Call Recorder is deeply integrated with Syntellect Customer Interaction Management (CIM). Voice and screen recordings are linked to their respective CIM interaction IDs. In addition various interaction properties can be associated with a call for flexible search options. Within Interaction Vault are embedded links to the recording for each interaction. Invoking the link launches the recording for playback. Agents and workgroups are also synchronized between applications: Agent assignments and workgroup configurations made in the main CIM application are automatically reflected within Call Recorder.



HIGH-POWERED, ROI-DRIVEN solutions

- Customer Interaction Management
- Self-service
- Enterprise-class scalability
- Skills-based routing
- Integrated business continuity
- Multi-site and virtual contact center
- Workforce management
- Quality monitoring
- PBX/IP Independence
- Call Recording
- Decision Manager
- Survey Manager

ABOUT SYNTELLECT

At Syntellect, we help our customers create, maintain and continuously improve superior end-to-end service for their customers. With over two decades of pioneering leadership and thousands of solutions deployed globally, Syntellect is a premier provider of enterprise-class contact center solutions for the utilities, financial services, government, high- technology, help desk, consumer products and healthcare industries.



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