

Smart Recording with SCREENscan

What ASC offers:

- SCREENscan initiates recording automatically when an agent presses any previously defined function, or when a particular error message, screen pop or application appears on the desktop.
- It offers significant cost savings because it may be installed through a user-friendly configuration wizard without knowledge of CTI or other data interfaces.
- The user simply moves the mouse to define what events or applications should trigger recording.

SCREENscan...

- Initiates voice and/or screen recording
- Provides customer-centric service
- Meets specific business concerns
- Supports both web-based and client-server environments
- Compatible with ASC solution suite



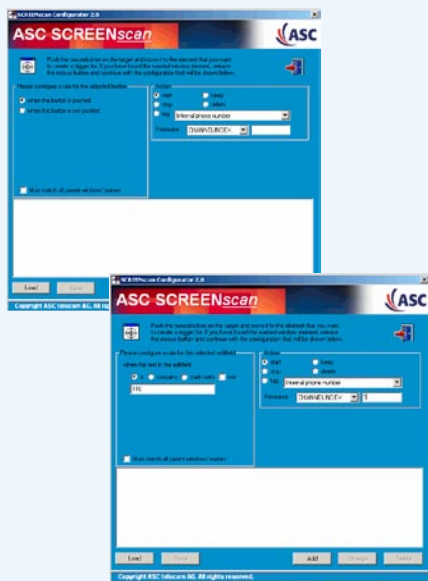
Smart Recording with SCREENscan

Automatically initiated recording without CTI

SCREENscan, a powerful software application, automatically initiates recording when an agent presses any previously defined function or when a particular error message, screen pop or application appears on the desktop.

The product may be installed easily through a user-friendly configuration wizard without sophisticated integration with CTI or other data interfaces. This feature results in a tremendous cost savings by avoiding professional setup charges.

With SCREENscan, you can record and analyze interactions occurring on the desktop, especially those related to specific programs, products or customers.



No Integration Required

With SCREENscan, you avoid APIs or CTI middleware. Instead, a configuration wizard "teaches" the system how to recognize whatever events you define, and then initiate the type of recording (voice, screen or both) you select. It allows easy customization without professional setup.

Flexibility

SCREENscan may be used with any type of interaction such as traditional voice, VoIP, chat, email etc.

Smart Recording

SCREENscan manages the recording of nearly any device such as attendant consoles, etc.

Intelligent Recording

SCREENscan performs true customer-centric recording to address specific business concerns, and tags the interactions for easy grouping, searching and retrieval.

Interoperability

SCREENscan is fully interoperable with virtually any Windows-based enterprise-wide business application, including CRM, e-learning, ERP and help desks.

SCREENscan supports both Web-based and client-server environments.

Rules-Based Recording

Recording is initiated whenever predefined events occur on the agent's desktop.

Configuration Wizard

It's easy to define when to trigger (start/stop) the recording. Just move the mouse and point to the appropriate applications field. Then, simply select the events to be recorded and tagged. The triggers are based on a variety of Microsoft Windows events such as the appearance of an error message or the selection of an item from a drop-down menu.

Best Practice

SCREENscan is especially useful to financial institutions, contact centers and public safety organizations.

ASC Solution Suite

SCREENscan is compatible with:

- MARATHON EVOLUTION/EVOLite 4.1 or higher
- ASC VoIP Recording with EVOip 4.1 or higher
- INSPIRATIONpro 7.0 or higher

Subject to change without notice. Please note that the maximum channel capacity is only valid under standard conditions. Depending on the usage, the complexity of a specific configuration, and the number and types of software applications installed, certain restrictions may apply. Please contact ASC for further information.

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