



Imagine you could view what your agents are doing on their computers while talking to your customers:

- As a manager or supervisor, viewing screen activity while listening to call recordings enables you to determine employee efficiency and productivity levels with a high level of data intelligence
- Screen recording help you standardize company processes and identify additional training needs where they are needed
- Agents can then be trained on exactly what should and should not be said or done during voice conversations with customers, leading to improved satisfaction and resulting in higher levels of liability protection for your company

The Benefits of Using Screen Recording

- Easily evaluate agent performance and gather comprehensive data to better manage customer satisfaction levels
- Perform quality monitoring on customer/employee interactions; use this data intelligence to make better internal decisions
- Ensure adherence to company procedures and protocol
- Establish a fully integrated quality assurance program to improve processes with analytics, best practices while having access to a variety of tools for training and coaching programs
- Assess calls based on the customer's perspective, discover trends, opportunities or disputes that may impact quality service and employee productivity
- Helps companies protect themselves from liability and various industry compliance regulations

Screen Recording Playback

- Synchronized audio/video playback seamlessly integrates into TriVium's SonicView Call Recording & Reporting solution
- Links to Screen Recordings can be easily sent out via email , archived or shared within the organization

Ease-of-Use Increases Efficiency & Productivity

Since all TriVium solutions have been designed to be modular and scalable, Screen Recording is seamlessly integrated into the SonicView system. Once screen recordings and audio are captured, icons are conveniently located right next to call recording so that a manager or supervisor can choose to view and listen to the video/audio output or playback only the call recording. With just a click of a button, supervisors and managers can review and analyze data quickly and efficiently – no more having to sift through hundreds of call recordings to find the desired data!

SonicView Call Recording & Reporting

SonicView Call Recording is a very scalable and modular platform that provides enterprise call recording features and capabilities at affordable price points. SonicView uses state-of-the-art technology and provides intuitive user interfaces to organize, listen and share call recordings. It also offers applications to evaluate the agent interactions and their productivity. SonicView call recording system helps businesses in quality monitoring, improving customer service, avoiding law suits, avoiding "He Said / She Said" scenarios, enhancing security and boosting overall business productivity.

SonicView Features & Benefits

- Simple, intuitive browser-based interface
- Scalable and robust
- Works with all phone systems
- High quality call recording at high compression rate
- Centralized call recordings from multiple PBX/locations.
- Selective or full-time recording
- Flexible recording rules
- On-demand recording capabilities
- Various means to share recordings internally and externally
- Detailed call activity reporting
- Easy access of click-to-play from reports
- Automated report delivery
- Easy-to-install, configure and manage
- Powerful user and system management features
- Enhanced search and replay capabilities based on date/time, duration, extension, caller ID, dialed number, notes, flags etc.

Learn More! Visit: www.triviumsys.com



SonicView is a turn-key solution that enables you access to comprehensive analytics so that you can make business decisions quicker and easier in order to enhance customer satisfaction, perform quality monitoring, create training and coaching programs and impact your top and bottom line with a quick, tangible ROI.

Screen Recording



Screen Recording gives you full-motion video and audio to gain a 360° understanding of what an agent is doing while talking to your customers

Just double-click the video icon and controls pop up so that you can easily playback both the audio and video

SonicView's Screen Reporting enables you to easily click on an audio/video icon to view and listen to exactly what an agent is doing while on a customer call



www.triviumsys.com

Request a Demo
 To schedule a demonstration of SonicView's Screen Recording, contact us:
Tel: (503) 439-9338
Email: marketing@triviumsys.com