ReDAT

ReDAT ScreenRecording

Professional software solution for screen recording

250 Maximum number of screen recording channels per one recording unit.

ReDAT ScreenRecording is a software solution that enables to record the agents´ PC screens with the possibility of their subsequent replay together with the voice records.

RETIA

**retia.eu**   **redat.eu**

HOW IT WORKS

1. ReDAT ScreenRecording enables to synchronize the screens records with the speech records.

2. On the agents´ PC, that are intended for recording, a ScreenRecording application is automatically activated and starts to communicate with a recording device.

3. Once the application detects the image data changes, processes the data and sent them through an IP (LAN/WAN) network to the recording device that will record and store them.

4. In that way recorded data is possible to display on the screen while the time conditions are preserved. In the case that the screen and call recording was carried out simultaneously, these records can be played synchronously.

We also provide hardware solutions for recording of PC screens, using **ReDAT DVI probes** and **ReDAT DP probes**.

The probes are used in workplaces for the control of technological and transport processes. They are required by situations where technical safety is essential.

KEY FEATURES

– reliable and stable screen recording
– support of the multiscreen recording (recording of more screens)
– screen recording can be started by a phone call or by other conditions

– image data can be played on a Windows PC, that is equipped with the client access, to the ReDAT eXperience application server
– synchronous playback of screens and calls records
– secure data storage without the risk of modification or abuse
– unattended operation in continuous mode 365/7/24
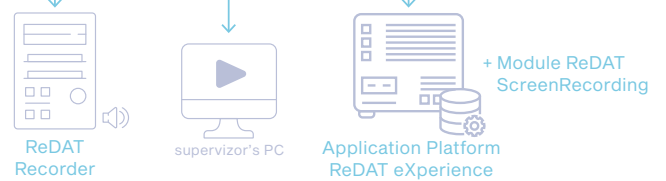– support for the system diagnostics
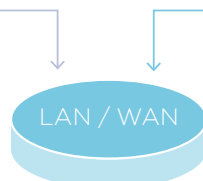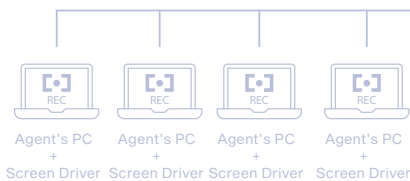
BENEFITS

– **Efficiency Increasing** – reveals the agent's skills and ability to use the contact centre applications

– **Savings** – the consistent supervision of the agents´ work reduces the calls time, increases the work efficiency, improves the service quality and therefore makes the customers satisfied

– **Supervision** – the sophisticated tools allow the supervisor to supervise better the agents´ work

– **Information Source for Evaluatio**n - screen recording together with the call records create the entire basis for the agents´ evaluation

– **Applications Optimization** - reveals whether the control over the application is satisfactory for the agents´ way of work
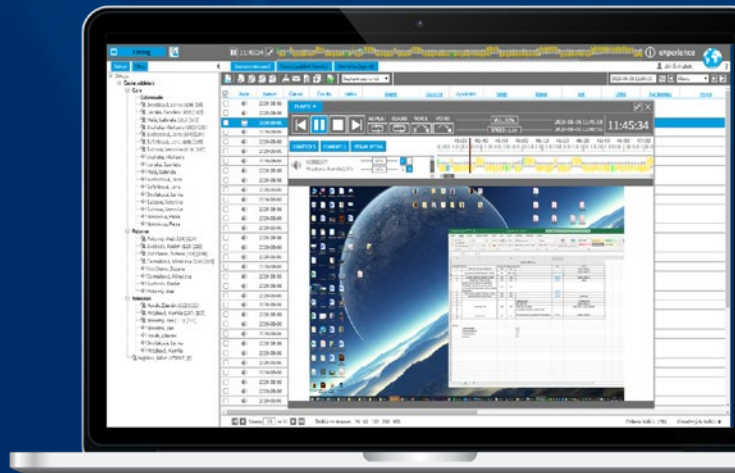
SCREENRECORDING MODES

– **Permanent**: records all changes on the desktop
– **Synchronization with a call**:
  – since the signalling of a ringing tone/answering the phone
  – since the evaluation of the CTI events
– **Statistical selection** (to record all calls, to record only a certain percentage of calls, etc.)
– **Manual**

Agent's PC + Screen Driver   Agent's PC + Screen Driver   Agent's PC + Screen Driver   Agent's PC + Screen Driver

LAN / WAN

ReDAT Recorder

supervizor's PC

Application Platform ReDAT eXperience

+ Module ReDAT ScreenRecording

TECHNICAL REQUIREMENTS

– **ReDAT ScreenRecording module**
  – four-core CPU, 16 GB RAM, LAN 10/100/1000 Ethernet
  – Windows Server 2008/2012, for smaller Windows 7/8/8.1 systems
  – virtualization support (VMware, Windows Hyper-V)

– **Agent's PC**
  – dual-core CPU, 2 GB RAM and higher, LAN 10/100/1000 Eth.
  – support of desktops OS: Windows Vista/7/8/8.1/10
  – virtual platforms: Win. Hyper-V

– **Client's PC for playback**
  – dual-core CPU, 2 GB RAM and higher, LAN 10/100/1000 Eth.
  – sound card
  – Windows XP/Vista/7/8/8.1
  – Chrome, Mozilla Firefox: ESR 10 and higher version, MS Edge

ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.

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