

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.



HOW REDAT SCREENRECORDING WORKS

1. ReDAT ScreenRecording allows synchronization of screen recording with voice recording (with the ongoing call).
2. The "Screen Driver" application for screen recording, which communicates with the recording device, is installed and automatically started on the PCs of agents intended for recording.
3. As soon as the application detects any change in image data during recording, it processes this data and sends it to the recording device, which records and stores it.
4. The data obtained in this way can be displayed again on the monitor, while the time ratios are preserved. If screen recording was done at the same time with a phone call, these recordings can be played back synchronously.

In addition to the software solution for screen recording, we also provide a hardware solution, through ReDAT DVI Box and ReDAT DP Box.

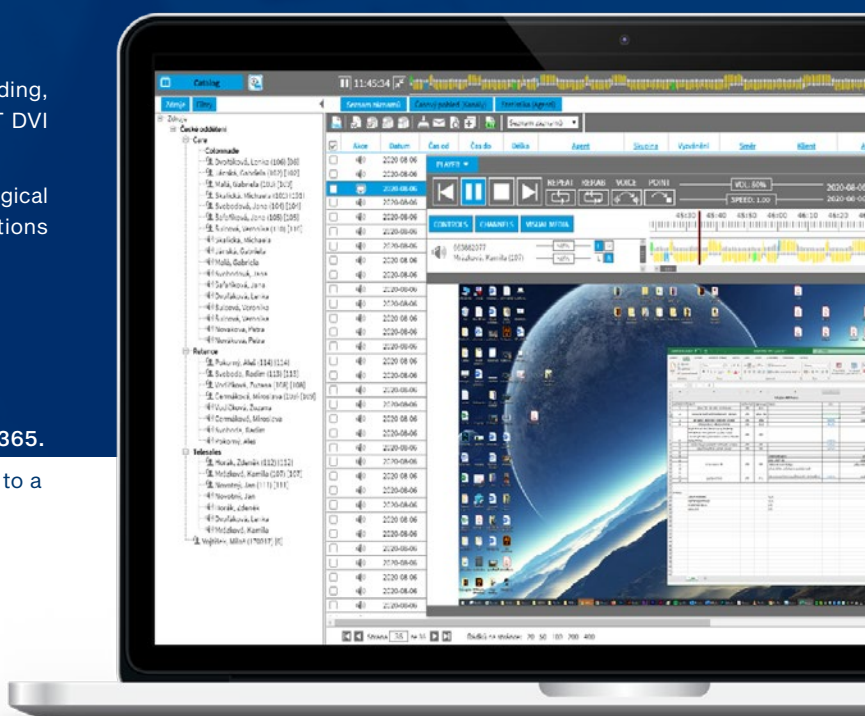
Probes are deployed at workplaces to control technological and transport processes. They are required in situations where technical safety is essential.

KEY FEATURES

- **Reliable and stable screen recording.**
- **It supports multiscreen recording.**
- **Unmanned operation in continuous mode 24/7/365.**
- The start of screen recording can be connected to a phone call.
- Synchronous playback of screen recording with phone call.
- Safe storage of data without the possibility of modification or misuse.

THE BENEFITS

- **Increasing efficiency** - reveals the agent's ability to use contact center applications
- **Savings** - consistent monitoring of agents' work brings a reduction in call length, higher work efficiency, a higher level of service and therefore higher customer satisfaction
- **Supervision** - sophisticated tools allow the supervisor to better evaluate the agent
- **Background for evaluation** - together with the call recording, ScreenRecording creates a complete background for the agent evaluation system
- **Application optimization** - the recorded screen reveals whether the control of the used applications suits the way the agents work



SCREEN RECORDING TRIGGER MODES

- **Permanent:** saves all changes to the desktop
- **Sync with phone call:**
 - from signaling by ringing/picking up the call
 - from evaluation of CTI events
- **By statistical selection** (e.g.: record every nth record, record only a given percentage of calls, etc.)
- **Manually**



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.