

In a contact center a picture can be worth a lot more than a thousand words. That is why we created Screen Recorder.

Being able to see and experience the interaction that your customers experience when they reach your contact center can help you better understand your customers and your business. SentryWorks, the leader in workstation monitoring software, has created an all-in-one platform for managing the screen recording needs of a contact center, including quality monitoring, coaching and training, transaction verification, dispute resolution, and legal/compliance obligations.

Screen Recorder is a software platform that allows developers to seamlessly integrate screen monitoring and recording capabilities into their products.

Screen Recorder provides:

- Comprehensive monitoring and recording of an Agent's computer screen including live monitoring and record-on-demand capabilities
- Industry leading performance and quality means you get the best playback performance and lowest CPU and network utilization of any screen recording technology
- Innovative features not available in any other screen recording product, including integrated instant messaging and coaching tools

Features:

Monitoring, Recording and Playback

- Schedule, record, store and playback Agent screen activity.
- Live monitor multiple Agents in real-time and even save "live" sessions.
- View multiple live monitoring sessions and recorded files at the same time.
- One click access to instantly live monitor all logged in Agents.
- Customize compression levels and recording options.
- Industry's best recording and playback performance allows you to capture "full motion" video formats like Apple's Quicktime. The playback quality is identical to original video.
- Only product to have a file format specifically designed to automatically synchronize the voice and screen data in the same file.
- Add annotations (notes, graphics and sounds) to recordings to create powerful presentations.
- Record screen activity with or without Agent's knowledge. No performance degradation on Agent workstation while recording.
- Media Player available as a free download. No dedicated playback system required to playback voice and screen recording.

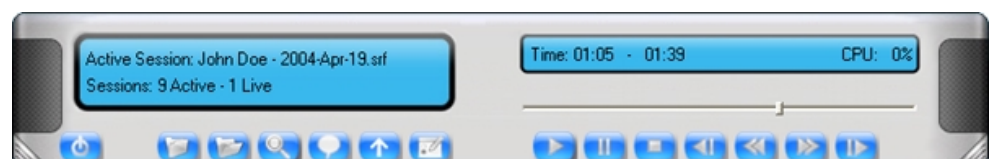
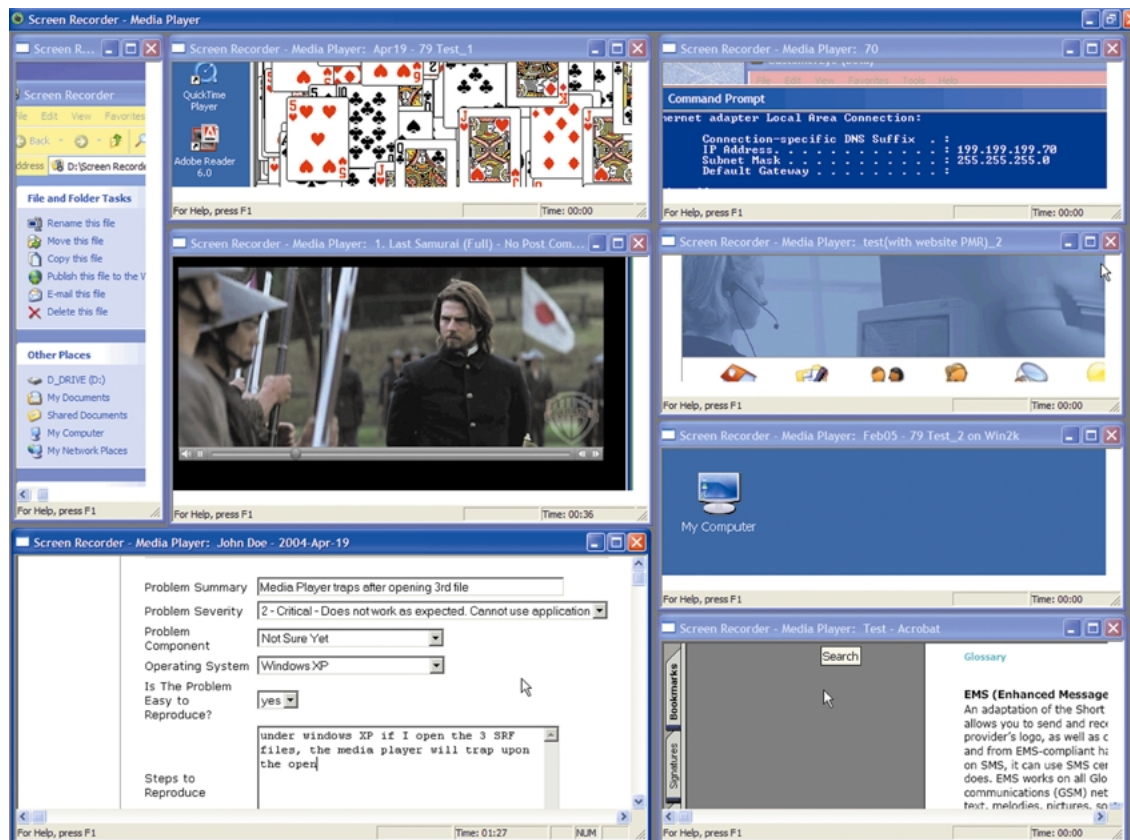


Figure 1: Screen Recorder Media Player with 9 recorded files and 1 Live Monitoring Session

See and experience your contact center from the perspective of both your Agent and Customer

Additional Features

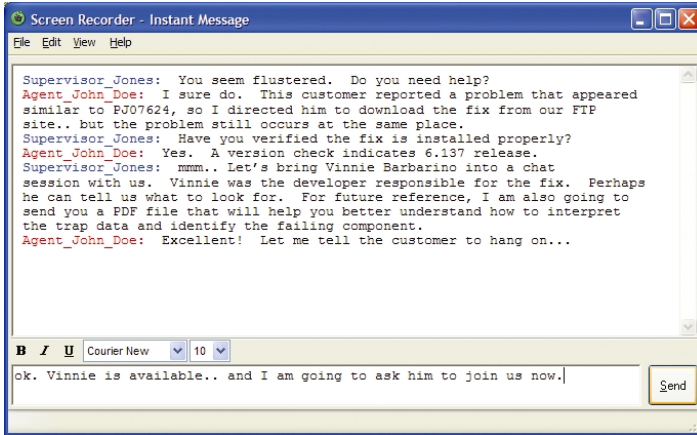


Figure 2: Screen Recorder Instant Messaging

- Provide coaching and assistance to Agents using built-in Instant Messaging functionality.
- Collaborate with multiple Agents and other employees to help get your Agents quick answers to problems.
- Push important documents and files to an Agent in need of assistance.
- Full support for free seating since our built-in presence detection makes it easy to know which Agents are logged in and where they are physically located. Also know which Agents are actively being recorded or monitored.
- Only screen recording technology that secures and encrypts sensitive data.
- Easily add custom data fields that can be stored in the recording file. For example, you can store Customer or Agent information.

Requirements:

Screen Recording Compatibility

- Windows 98, ME
- Windows NT 4.0 (SP3 or higher)
- Windows 2000 and Windows XP
- Windows 2000 or Windows 2003 Server recommended for Screen Recorder Server

Hardware Compatibility

Agent Workstations:

- 75 MHz or higher Pentium compatible CPU
- 32 MB of RAM
- Software is optimized for MMX compatible CPUs

Network and Database Compatibility

- Works with Windows compatible networks with TCP/IP Protocol
- Works with Ethernet 10/100 and Token Ring networks
- Works with SQL/ODBC compliant databases

Media Player and Server:

- 500 MHz or higher Pentium compatible CPU
- 256 MB of RAM



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