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Gain a deeper understanding of agent and customer experience while enabling compliance

With understanding and optimizing the customer journey a key focus for most organizations, capturing additional details from agent and customer interactions - alongside the conversation - provides organizations with richer contextual information to drive actionable insights.
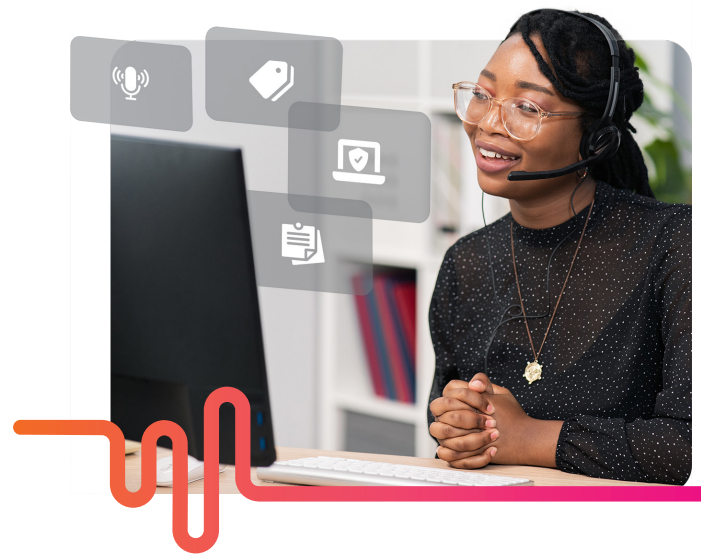
Maximise agent productivity & support compliance with workstation client

WorkStation Client (WSC) for U-Capture is an adaptive call recording management application that helps Contact Centre agents across customer service disciplines to annotate calls, record on demand, screen tag any browser-based clicks and inputs, and support the suppression of audio for PCI compliance.

The app can be configured and deployed on the agent workstation and it simply integrates with U-Capture's infrastructure for ease of use, decreasing the need for internal tech support and Call Centre Supervisor load.

A simple, intuitive user interface **empowering your agents and supervisors** to work more effectively and increase overall productivity.

Key Features

Screen Tagging

Capture the actions an agent is taking on screen at different points of a customer interaction to help guide improvements to both the agent and customer journey.

- The screen tagging feature captures agent browser activities such as website visits, URLs clicked, text selected, buttons clicked and information entered into web forms.

- These actions are tagged to the call timeline so that they can be viewed in full context of the conversation that was taking place at that specific time.

It's Time to Realize the Value of Every Conversation

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	Call Annotation	Add pre-defined or free text metadata to recorded communications to support the capture of additional contextual data along the customer journey.	- Configure annotation rules for live and recorded calls for an efficient workflow . - Add annotations to a live (ongoing) call to identify relevant information during playback - Edit annotations on a live (ongoing) call to identify relevant information during playback
	Record on Demand	Agents are able to configure record on demand rules for live and recorded calls, and retain or discard calls for audit and compliance recording requirements.	- Ensure only the recordings you need to remain in control of for data collection are retained - Build rules into data management processes to support compliance requirements. - Listen to an agents historic calls for analysis and feedback purposes.
	PCI Supression	Supress audio during payment transactions and "mute" (blank) screen and video to ensure compliance and enhance customer data security.	- Configure rules via WSC to trigger automatic suppression for compliance assurance. - Identify when a call was supressed to ensure that no personal data is compromised. - Stop/ start manual suppression and receive notification of suppression events.

About Uniphore

At Uniphore, we believe companies that best understand and take action on those conversations will win. We have built the most comprehensive and powerful conversational automation platform that combines conversational AI, knowledge AI, emotion AI, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.

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