uniphore

Leverage insights from real-time screen and audio recordings to manage compliance and enhance customer and agent experience

When it comes to your agent and customer interactions, audio is only part of the picture. From Quality Assurance to identifying inefficiencies in your Call Centre, **a holistic view of voice and screen-based interactions during the call is required to truly understand and optimise the end-to-end customer journey.**

Capture every aspect of customer & agent interactions

U-Capture's synchronised screen and audio recording capability is designed for multiple environments that require the capture of both agent workstation screen and audio data – such as call centres or back offices – and is especially important where transaction recording is required for regulatory purposes and must be PCI DSS compliant.

Agent workstations can be linked with Agent devices to allow screen and audio recording to take place simultaneously. Screen-recorded calls can then be processed, searched, replayed, exported, and transcribed to support a number of use-cases including training, process auditing, quality assurance and employee performance and experience. In addition, audio can also be supressed and screens can be blanked to support PCI compliance.

Key Benefits

Simple configuration for ease of deployment	Screen and voice recording synchronised and fully automated	Automated suppression when using Uniphore PCI suppression capabilities	Conceal confidential information with configurable screen blanking	Enhanced security though optional media encryption screens

It's Time to Realize the Value of Every Conversation

Key Features

	Capture and replay	Record and playback call and screen recordings simultaneously to monitor call handling, identify workflow issues, and improve customer satisfaction.
	PCI Suppression	Mute (blank) screens whilst sensitive customer data is displayed on the Agent's workstation and when a call is in progress. This ensures compliance assurance and end-user data security.
	Agent to PC Mapping	Dynamically map an agent to a workstation based on information in your Active Directory database. This enables U-Capture to screen record an agent regardless of which workstation they might be logged into.
	Open API	With U-Capture's open APIs, gain control of and leverage voice and screen data within AI analytics engines to support a variety of use-cases.
	Screen Sampling	Configure U-Capture to screen record only a specific percentage of all calls captured for storage and cost efficiencies.
	Audio Playback	Screen capture enables the recording and playback of audio and screen recordings critical for compliance monitoring, event reconstruction and gathering evidence.

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.

It's Time to Realize the Value of Every Conversation