



# CYBERTECH SCREEN RECORDING

## OVERVIEW

The CyberTech Recording Solution is uniquely enhanced by its Screen Recording option. This permits the PC screens to be recorded and replayed along with the associated voice calls.

The feature complements the CyberTech platform, the first open and secure recording solution that is designed to use industry standard hardware and software. This best-in-breed technology is in use by the world's leading financial institutions, governmental and public safety organisations and call centres. By taking advantage of commercial off-the-shelf (COTS) hardware and customers' existing network storage devices, this future-proof solution for the capture, storage, retrieval and playback of voice, radio and data communications provides unsurpassed functionality while reducing an organisation's total cost of ownership.

With the introduction of screen recording capability, CyberTech now offers the most complete picture of every call to identify where and how performance can be improved. Today, the screen recording feature can record up to 100 monitors.

## RECORDING

- **Storage.** The screen recordings are stored in a proprietary format that requires the CyberTech Screen Player for replay.
- **Efficiency.** The refresh rate interval and colour depth can be configured to select the most efficient combination of quality versus bandwidth and storage space constraints.
- **Wrap-up time.** The screen recording will continue to capture a configurable amount of time after the end of the call.
- **Security.** Strict measures have been employed to ensure secure storage to prevent unauthorised replay of screen recordings.

## REPLAY

The CyberTech Screen Recording replay functionality is Web based and completely integrated. The standard Web GUI displays a list of the calls that have been found through the 'calls search' screen. If a screen recording is available, users can click the screen recording symbol to start replay of the screen recording. A separate window opens and ensures synchronised play-back of both video (screen recording) and audio (conversation). This window contains the standard controls for rewind, stop, pause, play, fast forward, volume and playback speed. The user can scale the screen as desired, and the video may be placed on a second monitor.

SCREEN RECORDING

QUALITY MONITORING

VOICE RECORDING



## APPLICATION BENEFITS

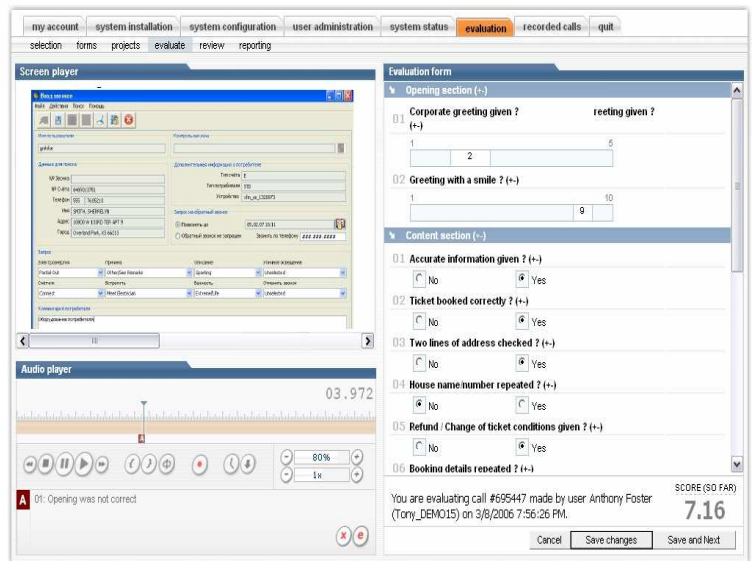
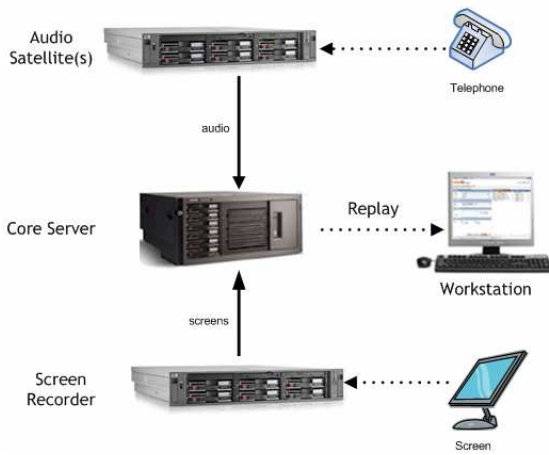
- **Integrated solution.** Screen recordings are stored and replayed together with the voice calls. The screen recordings can be replayed in the standard CyberTech Web-based application, or in a separate window or on a second monitor.
- **Industry standard.** In line with other parts of the CyberTech software architecture, the software chosen for the workstation client (VNC) is proven technology, based on open standards and is already the solution of choice for millions of users.

## INTEGRATION

Screen recording is an important feature that will deliver significant benefits to organisations, whether for dispute resolution or for quality evaluation purposes. It integrates seamlessly into existing work practices, providing the complete picture of the recorded transaction. This, in turn, enables more effective and informed evaluations to be conducted.

## SUPPORT

CyberTech solutions are installed and supported through a global network of specialists with advanced technical training. Customer support is available in real time and around the clock globally. A rapid response is delivered to all requests for assistance, either remotely or onsite.



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