



CYTRACK INTERACTION RECORDER NETWORK

### CYTRACK INTERACTION RECORDER NETWORK SCREEN RECORDING SERVER

A customer's experience with a call centre Agent is a reflection of what is occurring on the Agent's desktop. Recording most or even all of your Agents' desktops for quality management and auditing purposes is now possible with highly scalable, efficient and low cost screen recording available from CyTrack Interaction Recorder Network.

### SOLUTION ARCHITECTURE

CyTrack Interaction Recorder Recording Server	Server application that enables centralised command and control of network-wide screen recording; also stores completed screen recordings and supports on-demand streaming of screen recording content
CyTrack Interaction Recorder Host	Small software application that runs on call centre Agent's desktops to capture and compress screen activity in real-time
CyTrack Interaction Terminal Services Host	Server-side version of CyTrack Interaction Recorder Host that can be used to capture screen activity on virtual desktops. No bandwidth or CPU impact on thin client machines. Supports Windows terminal servers

### SUPPORTED PLATFORMS

Microsoft	Agent & Supervisor Desktops: Windows 7, Vista, XP Screen Recording Server: Windows Server 2008 R2, Server 2008, Server 2003 (32- and 64-bit)
Virtual Servers	Microsoft Hyper-V
Virtual Desktops	Microsoft Terminal Services

### SCREEN RECORDING FEATURES

Centralised Recording	Record one or more Agent desktops concurrently
Playback	Playback screen recordings from the Gateway
Conversion	Convert screen recordings to .wmv format for playback in any media player
Archiving	Schedule Archiving of the screen recordings to a central location
Voice and Video Recording Synchronisation	Ability to synchronise the audio with the screen recording giving the complete picture of Agent's behaviour.

### SUPERVISOR FEATURES

Display Options	Customise window to remote desktop (Fit-to-Window, Fit 1-to-1, Full Screen)
Colour Depth Reduction	Reduce colour depth to lower bandwidth usage and improve performance
Multi-Monitor Support	Capture remote desktop spread over multiple monitors
Archiving	Schedule Archiving of the screen recordings to a central location

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