



UPTIVITY
Agile WFO for SMB

COMPLETE. FLEXIBLE.
MODULAR. AGILE WFO FOR
THE SMB CONTACT CENTER

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real-time from multiple sources, including phone calls, mobile apps, email, chat, social media, and video. NICE Uptivity solutions give small to medium sized contact centers the tools to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of products that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff result in a better value, and a lower total cost of ownership. NICE solutions are used by over 25,000 organizations in more than 150 countries, including 80 of the Fortune 100 companies.

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www.nice.com/websites/NICEUptivity/

NICE Uptivity Desktop Recording



Efficiency advances performance and quality

Chat

Connect **Desktop Recording** solution to third-party chat applications via API to send recording triggers and enable recording of chat sessions. Chat applications also update NICE Uptivity recordings with additional information about the chat, such as the customer's ID, or the customer-facing webpage that initiated the chat.

Development

Identify the strengths of your agents who efficiently utilize desktop applications while also uncovering areas of distraction or under performance. Utilize these insights to improve agent efficiency such as average handling time (AHT), first call resolution (FCR) and delivering improved Customer Satisfaction (CSAT).

Quality

Seamlessly integrate with NICE Uptivity Quality Management (QM) to view recordings while performing agent evaluations. QM makes it easy to create specific forms for evaluating chat and email transactions and to aggregate them within your contact center's overall quality campaign.

Timed schedules

Leverage timed schedules (available via an add-on module) to define periods of time during which agent desktops will be recorded enabling quick and easy capture of chat and emails. Schedules can be set for timed intervals and may also be set by day of week and time of day, enabling agent recording on a schedule that meets the needs of the business.

Training

Utilize recorded interactions of top performers to enable the rest of your staff to reach optimal performance levels. Create multimedia training material using recorded, pre-screened calls to ensure trainees learn how to handle difficult callers as well as everyday scenarios, resulting in higher levels of quality delivered on a more consistent basis.

Understand, assist and improve agent performance

NICE Uptivity Desktop Recording empowers improvements to efficiency, customer service and quality through full-motion video with synchronized audio recording to create a comprehensive view of customer interactions. Insights critical to improving the overall level of service you provide to your customers whether you have 20 or 500 agents.

Gain insights and improve customer satisfaction

Desktop Recording enables you identify workflow issues, gain valuable insights and monitor/manage email and chat usage while encouraging effective use of agent tools. Customizable recording options – either timebased or triggered by third-party applications – result in an effective solution for monitoring performance of blended agents or off-phone agents, both in the contact center and in the back office. Extensive and feature-rich, **Desktop Recording** and playback delivers

- Full motion video, captured at variable bit rate and seamless to the agent
- Synchronized audio/video playback integrate with NICE Uptivity Quality Management product
- Support for multiple monitors
- Click-and-drag zoom for specific areas of interest
- Continued recording of after-call work when the phone conversation ends
- Easily exported, archived and sharing of recordings through standard (MPEG or .AVI) or encrypted formats
- Recording of email and chat
- Redaction (blackout) of sensitive information to comply with regulatory requirements available with the optional compliance recording bundle

