

ESI Screen Capture

for ESI Communications Servers and IP Server 900 Systems



ESI Screen Capture for ESI CPE systems is an add-on to ESI Media Management automatic call recording (call logging). This application allows an administrator to retrieve recorded “movies” of a PC user’s screen activity, with their phone conversation used as audio. This adds another level of assurance when it comes to quality control, employee training and monitoring, and/or legal liability.

This is a great application for training and coaching your agents and employees!

Record Movies Straight From Your PC

Easily create HD product demos, responsive application simulations and interactive videos straight from your PC. Combine your call with interactive PC capture to create eLearning content or user simulations.

Simplify Employee Management

Take your management to the next level by monitoring an employee’s calls and PC interactions with customers. This is great for agent training and coaching, as it lets you always have eyes and ears on employee interactions.

Ease of Use

Simplify the management of call recordings with an easy to use user interface and multi-tasking capabilities. With zero loading time, using Recording Manager with the Screen Capture add-on lets users access the largest databases with speed and accuracy.

This is, by far, the fastest tool to manage call recordings in ESI Media Manager.

Benefits

- Reduce Risk Management
- Communicate with accuracy
- Enhance regulatory compliance
- Ensure adherence to policies and procedures
- Improve corporate governance
- Streamline dispute resolution
- Increase sales conversions
- Improve customer satisfaction
- Clearly relay feedback
- Create a visual plan

Take advantage of *ESI Screen Capture’s* enhanced archiving tools for your business!

With *ESI Screen Capture* you can create, monitor and archive any event for legal reference and playback.

Need to save videos for legal accountability?

Let *ESI Screen Capture* do the job!