TEL STRAT®

DATASHEET

Surpass Business Goals By Leveraging the Knowledge Contained on the Desktop

Improve productivity, automate processes, and enhance quality by turning CRM desktop activities into intelligent actions and information. Engage Desktop Analytics automatically captures, censors, tags, organizes, and maps agent desktop activity, in order to automate processes, extract data, and link related interactions.

Engage Desktop Analytics is designed with features that make your current staff more efficient, at a price affordable for small to medium businesses.

BENEFITS

- Reduce time and effort to comply with PCI, HIPAA
- Simplify CRM integration without costly software development
- Integrate and link CRM information with actual customer interactions
- Easily associate and track multiple customer interactions
- Pinpoint flaws in application use or process adherence
- Improve agent and supervisor productivity

PROTECT SENSITIVE INFORMATION
There's no need for expensive, cumbersome programming for assured PCI compliance. Engage Desktop Analytics provides automatic triggering of actions such as pause/resume and redaction of sensitive data fields in the screen capture recording based on desktop activity.

ACCESS INTERACTIONS FROM WITHIN THE CRM
Engage Record generates a unique, clickable playback URL for each recorded call. These URLs can be automatically appended to CRM or other records, allowing ready playback of interactions directly from within the CRM entry screen.

GROUP & LINK INTERACTIONS AUTOMATICALLY
Group and cross reference interactions based on reason for the call, case number, patient ID, or or other information. Engage Desktop Analytics can automatically tag call records with CRM or other data, making it easy to locate multiple related interactions.

PINPOINT STORED INTERACTIONS
Engage Desktop Analytics can extract and store agents' custom desktop data within user-defined fields in associated call records, simplifying searches on policy/account details, order status, etc.

FEATURES

Ensure PCI-DSS, HIPAA, Sarbanes-Oxley, FIPS, and other regulatory compliance
Intelligently trigger pause/resume in the Engage recording when sensitive customer identification data is being entered at the desktop during a call.

Censor sensitive information in the screen capture recording
Redact selective data fields when sensitive data is displayed on the desktop screen to protect PCI data, HIPAA Protected Health Information (PHI), and more from being recorded.

Automatically incorporate CRM or other data into call records
Annotate customizable data fields in the Engage call recording database with extracted desktop data or activities to streamline call recording search and identification.

Locate related calls with built-in quick filters and logic-based search criteria
Pinpoint all interactions associated with a specific customer ID, service issue, etc. using Engage Record's laser-focused search by utilizing key data values from the agent's desktop embedded in the interaction record.

Playback interactions directly from within CRM applications
Automatically insert clickable playback URLs from Engage recordings directly into CRM or other records and readily play the call from within these other applications or typical Web browsers.

Identify process adherence issues
Use desktop analytics to automatically tag interactions when specific desktop entries such as account verification by social security number or other ID are or are not performed.

Activate recording for non-call related interactions
Document in-person transactions such as banking, ticket sales, and customer service by triggering Engage recording using specific fields in associated data entry screens.

COMPATIBILITY

BROAD SYSTEM COMPATIBILITY
Engage Desktop Analytics is compatible with a broad range of enterprise CRM applications and supports many different development environments, APIs & data components. A partial list is shown at right. For more information on compatibility with specific systems, please contact your authorized Engage reseller or TelStrat.

Enterprise CRMs
Salesforce.com; Oracle Siebel; Microsoft Dynamics CRM; SAP; Avidian Prophet

Windows & Web Development
.NET; Visual Basic; PowerBuilder; Delphi; DHTML/AJAX, Active-X; HTML; JavaScript; VBScript; Java

API & Development Platforms
SOAP, WCF, WS-* & REST; ODBC, SQL Server; SMTP; SML; SAG Optimize/BAM; Windows; Citrix; XenApp
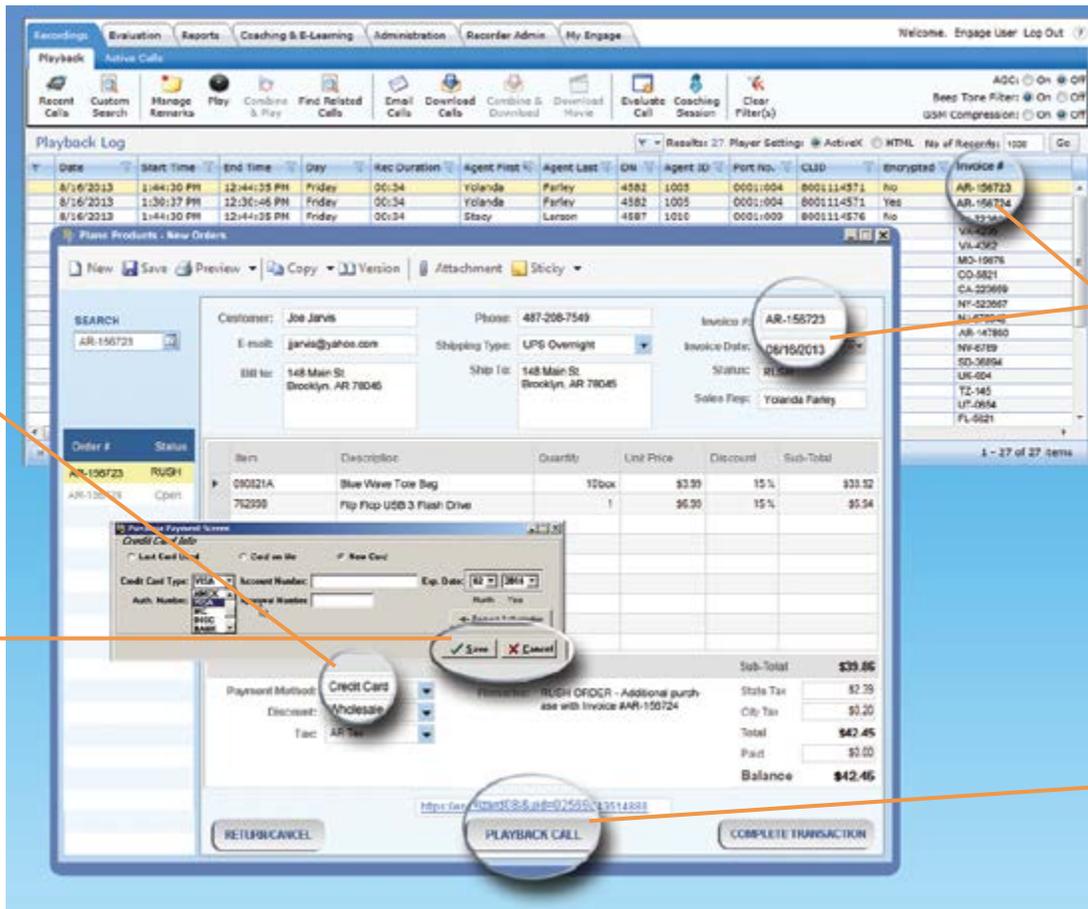
Pause recordings based on actions such as selecting a credit card data entry field

Supports custom tracking data to simplify search & identification of call recordings

Set one or more fields or buttons to resume call or screen recording

Insert clickable Playback URLs from Engage recordings into CRM applications

ENGAGE DESKTOP ANALYTICS PRO

Gain in-depth insight into process workflows and application usage details your contact center teams and agents encounter with the more advanced Engage Desktop Analytics Pro edition. Monitor, measure and map every activity on their computer in order to improve key performance indicators (KPI) and increase productivity. The full-featured Professional Level package is available from a TelStrat representative or your authorized telecom reseller.

Key Features:

- Monitor current business processes to establish a baseline for improvement

- Analyze workflow processes with timelines, heat maps and other reporting tools

- Trigger alerts of suspicious activity, procedural deviations or compliance violations

- Leverage best practices across the entire contact center with Engage's coaching and e-learning tools