

# Voice Recorders Ltd

## CallRex Multi-Media Add-On

Computer Screen & Internet Recording and Monitoring for CallRex Professional

**APPROVED**

In today's businesses, it is increasingly important to record and monitor business transactions occurring by phone and computer to enhance training, improve productivity and increase security.

The CallRex Multi-Media Add-On enhances CallRex Professional with employee computer recording and monitoring capabilities, enabling managers to see computer activity in real-time.

**Record and monitor phones and computers in real-time:**

- **Websites visited**
- **Applications used**
- **Look-back call recording**
- **Keystrokes typed**
- **Instant messages**
- **Email messages**
- **Real-time computer monitoring**

### **CallRex Multi-Media helps ensure:**

- Customer service agents follow procedures
- Intranet and Internet usage policies are observed
- Employees meet legal obligations to record business transactions
- Employees use their computers productively

### **Improve Employee Productivity**

The CallRex Multi-Media Add-On allows businesses to monitor computer activity remotely in real time while live monitoring the phone conversation. This is ideal for call center managers to ensure agents are using their call center applications correctly and consistently.

The CallRex Multi-Media Add-On enables call center managers to track call center agents' internet and intranet activity and ensure

they are accessing the appropriate resources for problem resolution.

### **Limit Legal Liability**

Phone and computer monitoring/recording helps prevent unauthorized dissemination of confidential information. In the event of a security violation, the CallRex Multi-Media Add-On provides a concrete audit trail to track down the source of the problem and prevent recurrence.



**CallRex**  
multi-media

## Key Features



**Real Time Computer monitoring** – Call Center managers can view what is occurring on employee computers in real time. This capability is ideal for spot-monitoring.



**Web** – Capture detailed information about every website visited including domain name, URL, number of visits, last time visited and total time spent visiting the website. View information by day, week, or month or by a custom date range.



**Email** – Monitor all incoming and outgoing email messages, including attachments. View information by day, week, or month or by a custom date range. Supported email programs include Microsoft Exchange and Outlook, MSN, AOL, Hotmail, Yahoo, and email programs that support the SMTP/POP3 protocol.



**Instant Messaging/Chat** – Record both sides of all instant messaging and chat conversations and save them by date and time. Review information by day, week or month or by custom date range. Supported IM and chat applications include Yahoo, AOL, MSN, and ICQ.



**Applications** – Ensure call center agents are using the correct applications by capturing the time applications and files are open and actively used. View information by day, week, month or by a custom date range. Also monitor popular business applications including Microsoft Word, Excel, Internet Explorer, PowerPoint, and more.



**Search Criteria** – Search for specific information by time and date, user name, email address keywords, and/or recording groups.

**Recording Triggers** – Save bandwidth and storage space by recording only what is needed. Trigger recording by keywords, date, day, week, URL, email sender, and more.



**Screenshots** – Capturing screenshots provides a visual overview of everything call center agents view on their computer screens. Screenshot activity can be easily played back with standard VCR controls (play, fast forward, rewind). Screen Captures are commonly used in the call center environments for training agents on use of internal applications.

**Reporting** – Includes numerous pre-defined reports that can be customized to meet specific reporting requirements.



**Remote Installation** – Remotely install/uninstall Multi-Media Data Collectors in employee computers with ease and stealth. Save on deployment time and monitor employee computers without their knowledge.

**Email Notification** – Send email notification to specified users based upon pre-defined keyword triggers to allow managers to quickly review the activity details surrounding a particular event.



**Keystrokes** – Record every keystroke typed regardless of application; this is an excellent tool for password retrieval. View information by day, week, or month, or by a custom date range.

**Simple Configuration & Administration** – Quickly configure multiple users and start recording in a matter of minutes.

**Preview Pane** – Drill down to see detailed information associated with a particular piece of data.

**Remote Polling** – Upload information located on employee computers to a local secure server where it is stored in a SQL database according to a pre-defined schedule. Use remote polling to reduce hard-drive storage requirements on employee computers and to ensure that the information is securely stored. Retrieve data at any time in order to generate reports with the most up-to-date information.



**Multi-Level Security** – Restrict access to information on a per-user basis.

**Notification License** – A call center employee's productivity improves when they know their computer may be recorded or monitored. Multi-Media is available in a "Notify-Only" license that pops up a customizable message every time a user logs onto their computer. Please note this license is a "Notify-Only" license; it will not record/monitor any computer activity. Recording and monitoring computer activity requires a full Multi-Media Add-On license.

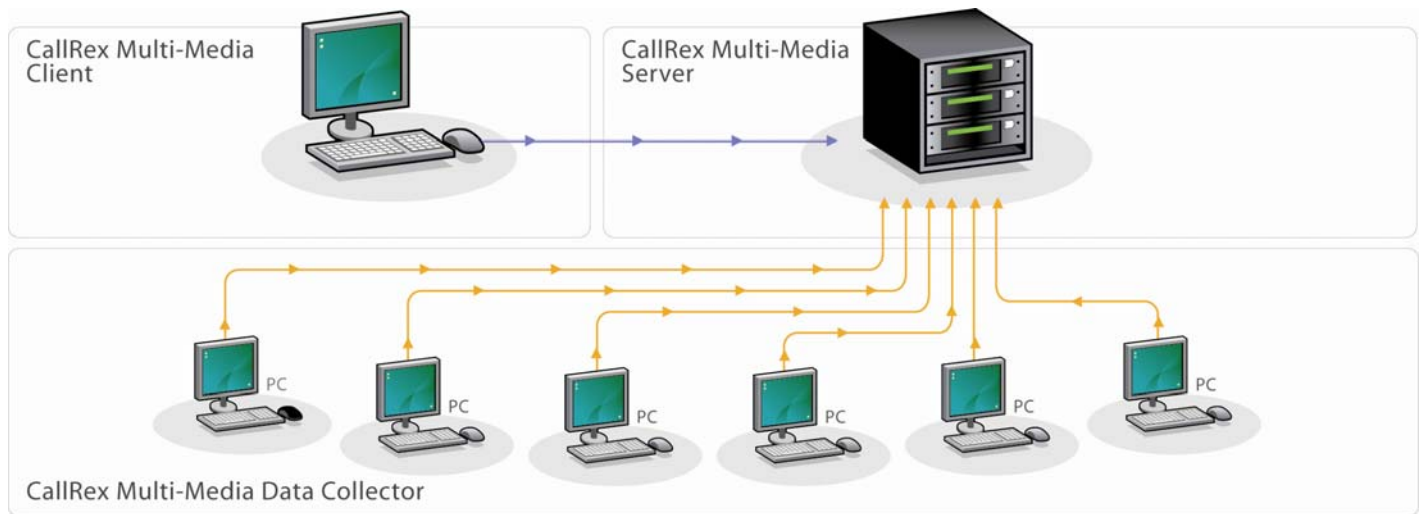


**Stealthy Install** – Install and run CallRex Multi-Media Data Collector software on employee computers in stealth mode, allowing users to be recorded and monitored without their knowledge.

**Go To Screenshot** – Zoom in on the details of web, email, instant messaging, application and key stroke data by viewing the actual screenshot of the activity as it appeared on the employee's computer.

# CallRex Multi-Media Architecture

The CallRex Multi-Media Add-On consists of the following three software components:



**CallRex Multi-Media Client** – The client provides management with the ability to configure how computer activity will be recorded. The client can be installed on any computer on the network but is typically installed on the administrator's and manager's computers.

**CallRex Multi-Media Server** – The server stores information received from the Data Collectors in a SQL database.

**CallRex Multi-Media Data Collector** – The data collector is stealthily installed on call center employee computers and the data collected is periodically sent back to the server where it is stored for later retrieval.

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## Operating Systems

- Windows 2000 Server or Professional
- Windows 2003 Server
- Windows XP Professional

## Licensing

- Per seat basis

For detailed specifications for a particular installation, please contact your CallRex Professional sales representative.

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