

Smart Recording with **SCREENscan** Automatic Control via Desktop Events

What ASC offers:

- Recording triggered by pre-defined events
- Easy configuration of the events
- Powerful tool to easily capture data from desktop applications
- Increased user efficiency through analysis of interaction

SCREENscan is...

- ideal for financial institutions, contact centers and public safety organizations.
- a recording control application without the need for costly CTI.
- designed for both web-based and client-server environments.
- compatible with CRM, ERP, Office and Windows applications.

Smart Recording with SCREENscan

Automatically initiated recording without CTI

SCREENscan is a powerful software application used to automatically initiate recording when an agent executes a pre-defined function or when a particular error message- or screen pop-up appears on the desktop. SCREENscan records and analyzes screen activities especially those related to specific programs, products or customers.

The application offers significant cost savings because it may be installed without knowledge of APIs, CTI middleware or other data interfaces, thus avoiding professional set-up charges.

Configuration Wizard

The product will be installed easily through a user-friendly configuration wizard. The wizard "teaches" the system how to recognize whatever events you define, and then initiates voice or screen recording. Or both, depending on what you select. The configuration wizard allows easy customization by supervisors, staff or almost any personnel.

Flexible and Smart Recording

SCREENscan may be used for any type of interaction such as traditional voice, VoIP, chat- or email. It manages the recording of nearly any device, including attendant consoles. Agent interactions are tagged for easy grouping,- and search and retrieval.

Set-up and Operation

SCREENscan is fully interoperable with virtually any Windows-based enterprise-wide business application, including CRM, e-learning, ERP and help desks. It supports both web-based and client-server environments. Recording is initiated whenever pre-defined events occur on the agent's desktop.

It is easy to define when to start or stop the recording by moving the mouse and pointing to the appropriate applications field. Then, simply select specific events to serve as a triggers based on a variety of Microsoft Windows occurrences such as the appearance of an error message or the selection of an item from a drop-down menu.

Solutions for any Market

ASC provides innovative solutions to record, analyze and evaluate multimedia-based communications. ASC's systems analyze agent performance, reveal customer trends and integrate with existing infrastructure, thus enabling companies and organizations to considerably improve their value.

- Contact centers enhance customer service, deploy staff more efficiently and increase productivity.
- Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs.
- First responders and public safety organizations enhance reactivity in emergency situations.

- Air traffic control centers ensure accurate analysis of all incidents.

The recording of calls and screen activities serves as the foundation for subsequent analysis as well as verification of transactions for risk and complaints management. Voice recording systems also facilitate protection of property and employees.

ASC's Product Portfolio

ASC's communications recording solutions capture, archive and analyze calls, screen activities and related information in accordance with prescribed security standards.

- ASC's VoIP recording software *EVOip* captures IP-based communications and can be seamlessly integrated into any IT infrastructure or virtual environment.
- *EVOip* also works with ASC's quality management software *INSPIRATIONpro* on a shared server to reduce the complexity of the IT infrastructure and ensures smooth operation and workflow.
- ASC's communications systems, *MARATHON EVOLUTION*, *MARATHON EVOLUTION XXL* and *MARATHON EVOLite* provide universal recording for traditional telephony for any-sized company.



Subject to change without notice. Please note that the maximum channel capacity is only valid under standard conditions. Depending on the usage, the complexity of a specific configuration, and the number and types of software applications installed, certain restrictions may apply. Please contact ASC for further information.

www.asctelecom.com

World Headquarters
ASC telecom AG
 Seibelstrasse 2 - 4
 63768 Hoesbach
 Germany
 Phone +49 6021 5001-0
 Fax +49 6021 5001-310
hq@asctelecom.com

United Kingdom
ASC telecom UK Ltd.
 1 Stanhope Gate
 Stanhope Road
 Camberley
 Surrey
 GU15 3DW
 Phone +44 1276 676070
 Fax +44 1276 685121
uk@asctelecom.com

France
ASC telecom SAS
 3 Rue Georges Besse
 Silic 10
 92160 Antony Cdx.
 Phone +33 1 5559 6800
 Fax +33 1 5559 6819
fr@asctelecom.com

Switzerland
ASC telecom AG
 Gewerbestrasse 6
 6330 Cham
 Phone +41 41 798 0040
 Fax +41 41 798 0041
ch@asctelecom.com

Middle East
ASC telecom AG
 Dubai Silicon Oasis
 Emirates Ring Road
 Wing F
 Office 107/2
 Dubai, U.A.E.
 Phone +971 56 6923427
dubai@asctelecom.com

North America
ASC telecom Inc.
 1 International Blvd
 Suite 623
 Mahwah, NJ 07495, USA
 Phone +1 201 252 3001
 Fax +1 201 252 3002
us@asctelecom.com

Japan
ASC Japan Inc.
 NCC Ningyocho Bldg.
 3-7-3 Nihonbashi Ningyocho
 Chuo-ku, Tokyo 103-0013
 Phone +81 3 5645 5670
 Fax +81 3 5645 5671
japan@asctelecom.com

Singapore
ASC telecom Singapore Pte. Ltd.
 54 Serangoon North Avenue 4
 #06-90 Cyberhub North
 Singapore 555854
 Phone +65 6876 5890
 Fax +65 6876 5990
singapore@asctelecom.com