



# Workforce Management: Screen recording

Turn your digital interactions into a source of support and learning



## Good CX relies on understanding customers

Customer interactions are becoming more complex. The role of digital interactions is increasing. Managing complex interactions, process and human sensitivities across digital channels is a skill that requires constant support.

The importance of capturing and reviewing digital interactions is essential to identify good practice, opportunities for improvement and evidence of great customer experience (CX). Capturing such information needs to remain unobtrusive, accessible and clearly aligned to improving CX performance.

## Screen recording - see what they see

Liberty Converse is an omnichannel contact centre management solution that provides powerful screen recording capabilities across multiple monitors.

Designed to extend agent support, screen recording provides an invaluable asset in supporting more effective agent evaluation across digital channels.

Choose your recording quality and when you want to record. Secure and store your recorded data to your Azure Blob storage account. Ensure your potentially sensitive recordings following your compliance obligations by using your existing retention policies.

## Benefits at a glance:

Leverage existing scalable cloud storage. Reuse existing storage retention policies

Enhance your agent evaluations with comprehensive recordings of all screen activity

Always capture the whole picture of every interaction regardless of the number of screens used

Adjust your recording quality based on need, and storage

Trigger or schedule recordings when you want them



**Features at a glance:**

Use your existing Azure Blob cloud storage provision

Record across multiple live monitors

Use queues, skill, agent and media criteria to trigger recording

Automatically connect recordings to agent evaluations

Customise recording quality

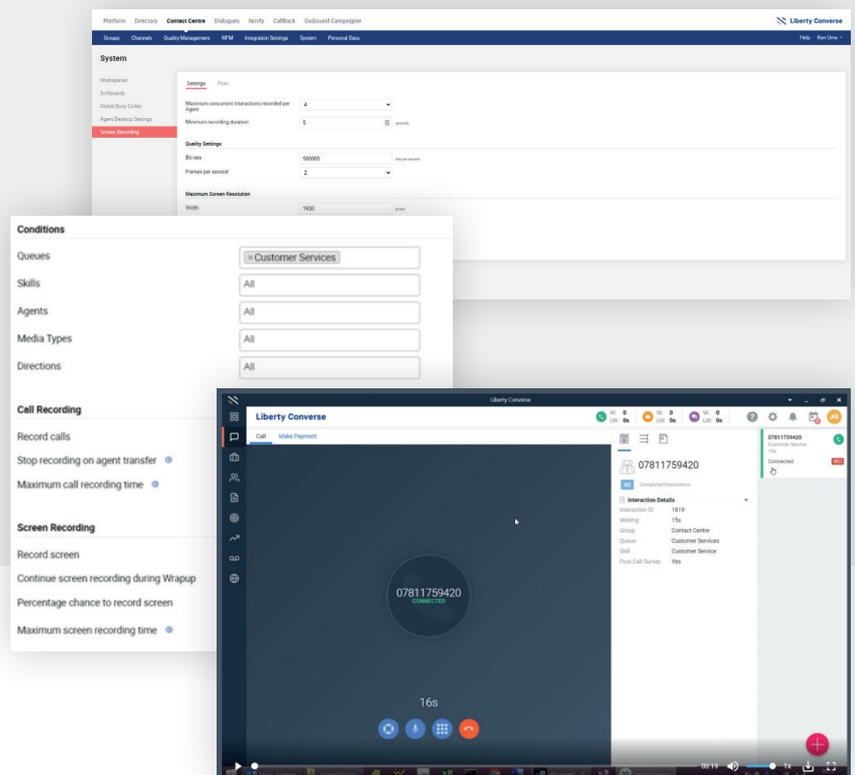


**The Liberty Advantage**

**Exceed your CX ambitions**

Once you deploy Liberty Converse, further opportunities open up in the Liberty Platform - conversational messaging and automated self-service in Liberty Connect and intelligent automation in Liberty Create and Liberty RPA.

You can transform your omnichannel engagement and digital process infrastructure with minimal risk by automating processes quickly and easily to further reduce the friction between your processes and customer expectations.



**Talk to us.**

Contact us today for a demo visit  
[netcall.com](http://netcall.com)

Or call us on **0330 333 6100** and say  
“Transforming Engagement”

