

# CallCatcher® Screen Capture

# The ultimate screen capturing solution for CallCatcher



## The CallCatcher Voice Recorder series

These advanced voicerecorders store all (or a selection of) the telephone conversations made. These voicerecordings are enriched with CLI / DDI number information and other Call Detail Records.

Voicerecordings can be searched for, played back and provided with additional comments using the included client software applications. Locally, over the corporate LAN or internet.

## Screen Capture solution for CallCatcher

Voicerecording functionality can be enhanced with high resolution Screen Recording for those CallCatcher systems that record PBX extensions.

## Protect your Position.....

### Record Telephone Calls

This is an important issue for most private and public companies, service providers, call centres, public safety/health organizations, banks/stock-brokers and government agencies. A number of reasons why to choose long-term voicerecording:

- Security and event reconstruction
- Record verbal agreements; prevent disputes
- Quality and efficiency improvements
- Follow-up information; support written notes

## Quality insurance, event reconstruction.....

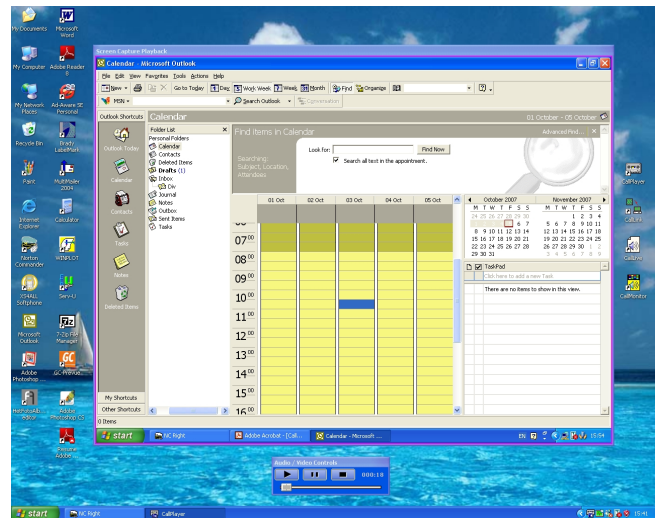
### Record Screen activity

This could be an equally important issue for all companies that benefit from voicerecording.

Not only important for quality insurance or agent training in Call Centres but also for event reconstruction in for example financial and medical environments.

Why use CallCapture, the CallCatcher Screen Capture client software:

- Native client workstation graphical resolution
- Detailed; resolution on a per pixel basis
- Cursor and mouse pointer also recorded
- MPEG4 based compression for small file sizes
- Playback possible on workstations with higher native screen resolution
- Synchronised audio and screen video playback using CallPlayer locally or over the LAN
- Easy installation and calibration
- Very cost effective and flexible licensing using CallCatcher IP credits



Snapshot of screen video playback on a 1280x1024 workstation. Recorded screen at 1024 x 768 resolution.



Audio / Video playback control

Synchronised playback is done using CallPlayer. During playback the playback control tool can be used and placed anywhere on the workstation. Also the keyboard can be used for quick browsing to the desired part or to pause and replay an important part of the audio and screen recording.