

CYBERTECH SCREEN RECORDING

OVERVIEW

The CyberTech Screen Recording option for the CyberTech recording solution uniquely enables PC monitors to be recorded and replayed simultaneously as voice calls are recorded.

The feature complements the CyberTech platform, the industry's first open and secure recording solution that is designed using industry standards. This best-in-breed technology is in use by the world's leading financial institutions, governmental and public safety organizations and call centers. By leveraging commercial off the shelf (COTS) hardware and customers' existing network storage devices, this future-proof solution for the capture, storage, retrieval and playback of voice, radio and data communications provides unsurpassed functionality and reduces an organization's total cost of ownership.

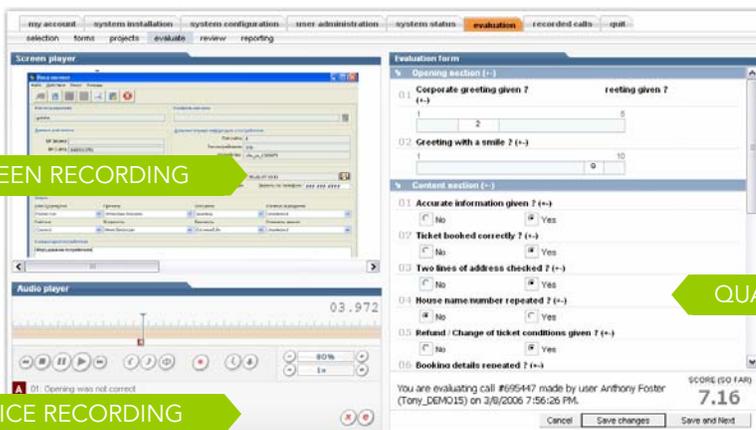
With the introduction of screen recording capability, CyberTech now offers the most complete picture of every call to identify where and how performance can be improved. Today, the screen recording feature can record up to 100 monitors.

RECORDING

- **Storage.** The screen recordings are stored in a proprietary format that requires the CyberTech Screen Player for replay.
- **Efficiency.** The refresh rate interval and color depth can be configured to select the most efficient combination of quality versus required bandwidth and storage space.
- **Wrap-up time.** The screen recording will continue to capture a configurable amount of time after the end of the call.
- **Security.** Strict measures have been employed to ensure secure storage to prevent unauthorized replay of screen recordings.

REPLAY

Replaying of the CyberTech Screen Recording feature is Web based and completely integrated. The standard Web GUI displays a list of calls that have been found through the 'calls search' screen. If a screen recording is available, users can click the screen recording symbol to start replay of the screen recording. A separate window opens and ensures synchronized play-back of both video (screen recording) and audio (conversation). This window contains the standard controls for rewind, stop, pause, play, fast forward, volume and playback speed. The user can scale the screen as desired, and the video may be placed on a second monitor.



SCREEN RECORDING

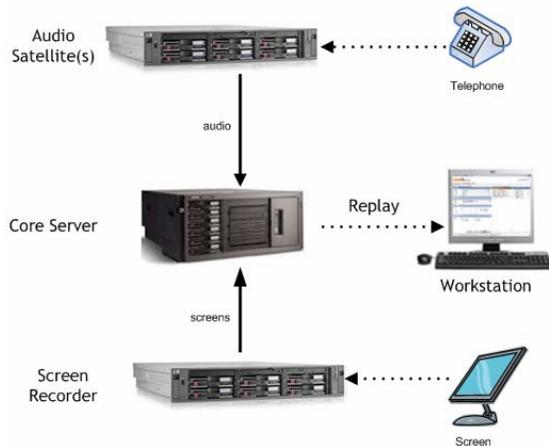
QUALITY MONITORING

VOICE RECORDING



APPLICATION BENEFITS

- **Integrated solution.** Screen recordings are stored and replayed together with the voice calls. Replay of the screen recording can be done in the standard CyberTech Web-based application, or in a separate window or second monitor.
- **Industry standard.** In line with other parts of the CyberTech software architecture, the workstation software client (VNC) is proven technology, based on open standards and is already the solution of choice for millions of users.



INTEGRATION

Screen recording is an important feature that will deliver significant benefits to organizations, whether for dispute resolution or for quality evaluation purposes. It integrates seamlessly in any organization, providing a complete picture of any transaction. This, in turn, enables more effective and informed evaluations to be conducted.

SUPPORT

CyberTech solutions are installed and supported through a global network of specialists with advanced technical training. Customer support is available in real time and around the clock globally. A rapid response is delivered to all requests for assistance, either remotely or onsite.

