



OnviCord Pictora

Capturing the Entire Customer Experience

Are you capturing the entire customer service experience?

A strong quality assurance program goes beyond just listening to phone conversations between agents and customers. An understanding of the activities on an agent's computer desktop offers critical insight into the quality of service, efficiency and value provided to customers.

Are your agents utilizing CRM applications efficiently?

With *OnviCord Pictora*, you have a next generation tool to use in your ongoing quality and training programs. It's the most efficient screen recording solution in the industry by far.

Is your training program reviewing the entire customer interaction?

Historically, screen capture has been limited to a few dozen channels of concurrent recording, requiring significant investment in back office hardware and large networks. *OnviCord Pictora* screen capture technology offers companies the ability to log the screen activity of potentially hundreds of workstations simultaneously. This innovation allows companies to record screens with significantly less hardware and with minimal network traffic, even on older and smaller networks.

OnviCord Pictora Values

- Both full color and new grayscale recording
- Grayscale recording reduces network traffic and storage by two-thirds over color
- Records numerous simultaneous workstations per server
- Negligible impact on utilization at agent workstations
- Live monitoring of both voice and screen activity
- Full synchronization with audio recordings
- Configurable capture and compression rates for global or individual workstations
- Configurable random recording settings
- Non-proprietary .AVI storage and playback format
- Windows 2000 & XP for non-Windows Terminal Server Client environment
- Full Windows Terminal Server Client support

About OnviSource

OnviSource offer highly affordable, fully integrated product solutions, hosted application services, and award-winning business outsourcing services in sales, marketing, customer service and support. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.