

ARTPRO

"Zaman Değerlidir. Artpro Zamanı yönetmenizi, her zaman ve her yerde iletişim kurmanızı sağlar."

ARTSR

SCREEN RECORDING



ARTSR

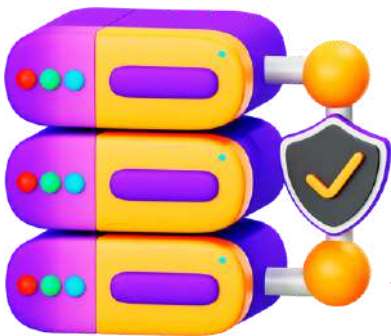
ArtSR is a screen recording solution integrated into call center systems that can monitor your call center customer service conversations and important issues, lead the development of customer service employees and help you continuously improve your customer experience.

All channels supported by your Call Center System (Inbound/Outbound Voice Call, instant messaging communicatios channels such as Webchat, Whatsapp, Facebook) can be recorded.



How Screen Recording Works ?

ArtSR, by communicating with the call center system and http requests, is aware of the call start-end status and ensures that the customer representative screen is recorded during that call. It associates this record with the call and delivers it to the call center after compression. Thus, in the call center system, the screen recording of the relevant calls can be viewed simultaneously with the audio recording, or it can be used integrated with the quality management solution.



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1. MINIMIZE LEGAL RISKS

In a contact center environment, it is critical that agents communicate and process legal disclosures clearly, accurately, and in a timely manner at each call. By doing this informs customers and reduces the company's legal liability.

Screen recording helps managers ensure that key business requirements, such as submitting legal statements and obtaining approvals, are met consistently and in line with brand standards.

3. IMPROVE AGENT PERFORMANCE

You can enhance the quality management insights you gain from the screen recording by using them to train new agents and mentor existing ones. Let's say you identify one of your agents has demonstrated exceptional call center performance, such as a range of highly effective dispute resolution.

ArtSR makes it easy to quickly find the relevant screen recording and make it available as a coaching resource. This has the potential to greatly improve agent performance and call results.

4 Advantages of Screen Recording for Contact Centers



2. SIMPLIFY QUALITY MANAGEMENT

When problems occur in customer communication, the most important question to ask is "why?".

Screen recording of the conversation between Agent and Customer helps you answer this crucial question, monitor and score the sentiment of each call. ArtSR ensures that you have secure and accurate data for quality management at a powerful glance that can be used to identify best practices in communication and mark opportunities to strengthen your service standards going forward.

4. LET YOUR BUSINESS PROCESSES DON'T DISRUPT

Screen recording software allows you to see exactly your customer interactions between your agents and customers.

With the combined analysis of every phone call and accompanying screen activity, you will have the power to learn from both individual conversations and collective trends. They can be a transformative resource for maintaining the existing structure and gaining new business opportunities. In this way, ArtSR facilitates the analysis and detection of malfunctions in the business processes of the call center and errors in the technical processes of integrated systems.

As an example, let's assume that there is a problem on the screens of the Call Center or a related application. Matching the screen recording and logs of this problem, which disrupts business processes, will allow the error to be observed, detected and corrected quickly. Also, flagging brilliant customer feedback that contributes to strong marketing campaigns can generate significant business gains in the form of these data points, product innovation, revenue growth and increased customer satisfaction ratings.



ARTPRO

Enterprise Solutions

Established by a professional team working in the IT sector for many years, ARTPRO TECHNOLOGY started to serve corporately in order to bring the experience gained over the years to the sector with a customer satisfaction-oriented approach in 2012.

As the communication and digital world becoming more and more in our lives, it has become very important for brands and companies to find a place for themselves. At this point, our company, which sees the solutions we produce as more than a job, successfully adapts the business processes of our customers.

ARTPRO TECHNOLOGY provides Communication Systems (Ip&Uc) Solutions, Contact Center (Contact Center) Solutions, and Software Products Development and Project Planning Services integrated with these solutions.



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