

## PRODUCT BRIEF

# Oreka SC

## Integrated Voice, Screen and Interaction Playback



### Start Capturing Complete Interactions in Minutes

The ability for a contact center supervisor to review “complete” customer interactions is imperative to ensuring the highest levels of customer service. This includes the integrated capture and playback of both the agent-customer conversation (voice) and the accompanying agent screen activity.

Oreka SC screen capture software provides this functionality and is easily configured to a contact center’s needs in just minutes. Fully integrated with the Oreka TR total call recording platform, Oreka SC gives quality supervisors a true window into customer interactions in order to successfully:

- Assess an agent’s skills and performance
- Assess customer satisfaction levels
- Identify top agent performers
- Ensure agent process adherence
- Prove compliance adherence
- Ensure maximum desktop navigational efficiency
- Settle disputes
- Improve agent performance (call handling, first call resolution, etc.)
- Capture best-practice interactions for training purposes

This full-featured integrated voice/screen capture and playback solution can be configured in a matter of minutes, and it features advanced video compression to minimize storage requirements on your desktops and the network.

## OREKA SC

### Additional Oreka SC features:

**Flexibility and Reliability** – industry standard protocol (VNC) and file format (fbs)

**Scalability** – 200 concurrent users sessions **per server instance**

**Full Motion Video** – Managers can view the entire customer interaction, synchronized with the accompanying telephone audio, for an accurate 360-degree replay of the entire interaction as it occurred.

**Multi-Site Support** – Supervisors can live monitor and record video from any location via our easy to use web interface.

**Simple Configuration** – Managers can configure multiple users quickly and easily using our intuitive interface. Monitoring can begin in a matter of minutes.

**Search and Retrieve** – Desktop video recordings can be identified and accessed through a number of search criteria, including date, user name, customer phone number, etc.

**Multi-Level Access Rights** – Administrators can assign permissions to managers for monitoring, screenshot recording, video, playback and reporting of individuals and groups.

**Portability** – Files can be exported and shared in industry-standard MPEG4 format.

**Efficient storage algorithm** – Record full screen, then only deltas

### Oreka SC Server Requirements:

2.6GHZ, 4MB L2 Cache

- 0-100 concurrent calls: dual core CPU
- 100-200 concurrent calls: quad core CPU
- 2 GB RAM – Two server-grade hard drives (one for OS, one for recordings)
- Linux CentOS 6 (64-bit)

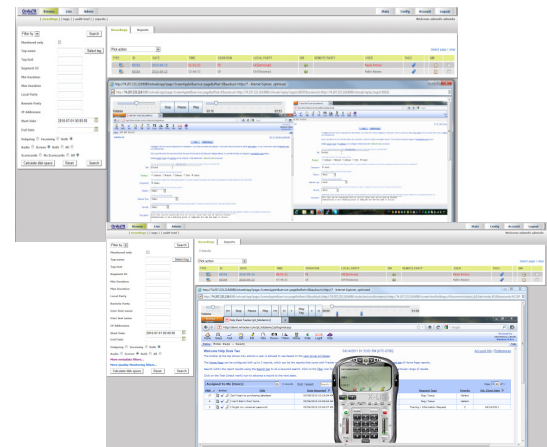
### Storage/Hard Drive Sizing:

Count 4.8 KBytes/second of recorded video.

*Example- 100GBs stores approximately 7,000 hours of video.*

### SC Workstation Requirements:

- 1.2 GHz Pentium IV
- 512 MB RAM
- Windows 2K or better or Linux
- Latest UltraVNC server version



### OrecX Voice & Screen Architecture

