

Seamless Screen Recording For Enhanced Agent-Customer Interaction Quality Monitoring

Agent screen recording allows contact center managers and team leaders to **directly view the interaction between agents and customers** along with other on-screen activities performed by agents during the conversation. Managers can review the interactions to analyze agents' productivity, efficiency and adherence to compliance processes and other service-level standards, enabling them to identify additional training and coaching opportunities.

The power of Level AI Screen recording solution resides in its cutting-edge computer vision technology that **redacts PII/PCI information from videos**, and detect security breaches or fraudulent activities. It seamlessly integrates with your CRM, offers synchronized audio/video experience across all channels. Level AI's semantic engine leverages NLU (Natural Language Understanding) to **highlight critical moments of conversations** such as verifying identity, disappointed customers, disclosure messages, and account churn on screen capture to monitor and **analyze 100% of conversations**.

"Agents love Level AI—they feel more supported and confident with real-time help and instant answers, no more digging through the knowledge base."

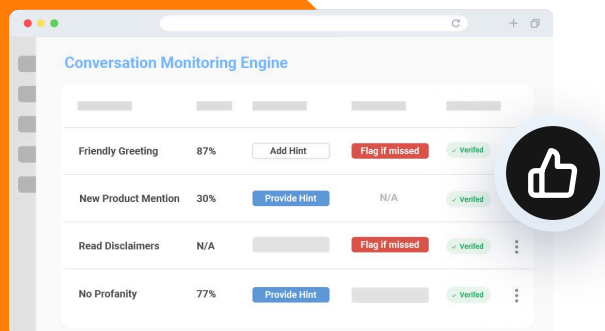
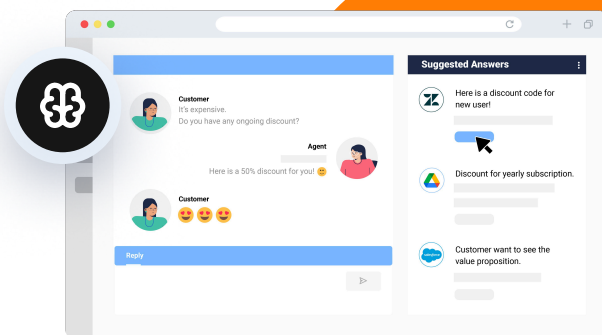
Michaela Conserva, Senior Manager Of Quality Assurance At EzCater

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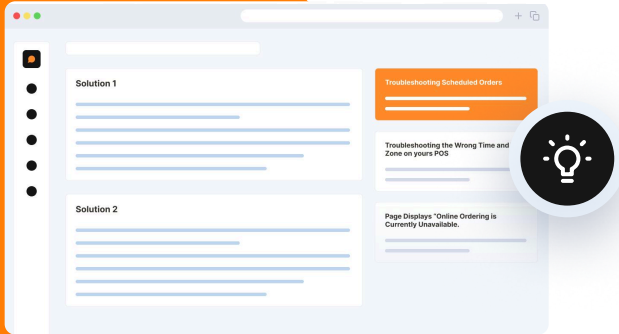
Omni-Channel Experience

- Record and monitors screen activities whether the interaction takes place on voice calls or chat conversations.
- Analyze customer interactions, identify areas for improvement, and provide coaching to agents.
- Access a transparent view of how agents handle interactions across channels to gain insight needed to make the best customer experience.



Sensitive information redaction

- Redact sensitive PSI and PII information like credit card information and CVV number.
- Automatically identifies relevant information using computer vision, and selectively redacts only necessary details using context-driven redaction.
- Ensure 100% compliance through automated redaction capabilities.

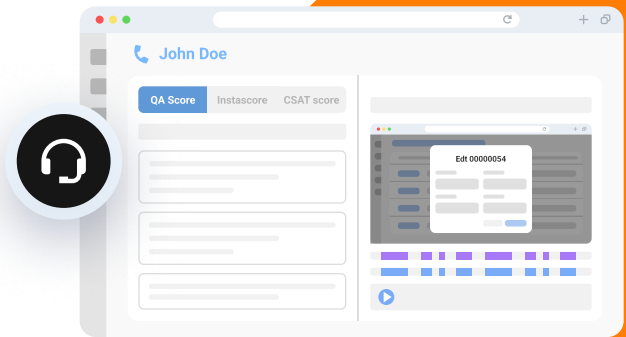


Smart Recording Mechanism

- Monitor real-time screen recordings, agent status, and activity with the Agent Monitoring dashboard to quickly identify and resolve coverage gaps.
- Install the screen recording application easily on both Windows and macOS platforms.
- Automatically initiate and end recordings using call or chat triggers with supported integrations like AWS, Twilio, or Salesforce.
- Record multiple screens simultaneously to gather a holistic view of the customer conversation.

QA Like Never Before

- Attach screen and audio recordings with every resolved support ticket, enabling QA teams to easily review agent-customer interactions
- Capture screen activity after call wrap-up with customizable options like 2 minutes post-call or 25% of the call length.
- Track agent screen activity during key moments like customer frustration, potential churn, and escalations.
- Instantly navigate to critical moments in agent-customer conversations for faster reviews.



The Results

50% Improvement
in process workflow

3x faster
Training and
Onboarding of Agents

100%
compliance

35% improvement
in agent experience