



TOS

Application Event Trigger

Call and/or screen recording provides multiple benefits to today's contact centre, but it can pose some challenges as well. How do you handle PCI compliance? What about personnel who don't need to record fulltime, but do need to record certain calls tied to the work they're doing onscreen? How can you add specific, agent-entered information (like customer account number) to recorded interactions? Verint's Application Event Trigger (AET) provides an easy-to-use solution to these challenges and can be integrated with Audiolog or Impact 360 Express platforms.

Currently installed in over 60,000 seats worldwide, AET permits information captured from the agent desktop to be used for recording control and metadata insertion in the call recording catalog for enhanced search and retrieval capability. Interactions are recorded through screen-based triggers that you define, enabling you to capture specific business functions based on the values of individual fields within a particular application.



For example, you can set a trigger to record all interactions in which an employee has opened a complaint window within a CRM application, or when an employee accesses a particular customer's account. Screen triggers can also be used to stop recording sensitive parts of interactions for PCI and other compliance purposes. Application event – such as the launch or closing of a particular application – can be used to capture workload information for measuring employee productivity. All of these happen seamlessly and automatically. In addition, AET can capture interactions across a full range of communications channels and systems, including email, Web and business applications.

Witness Actionable Solutions

Features

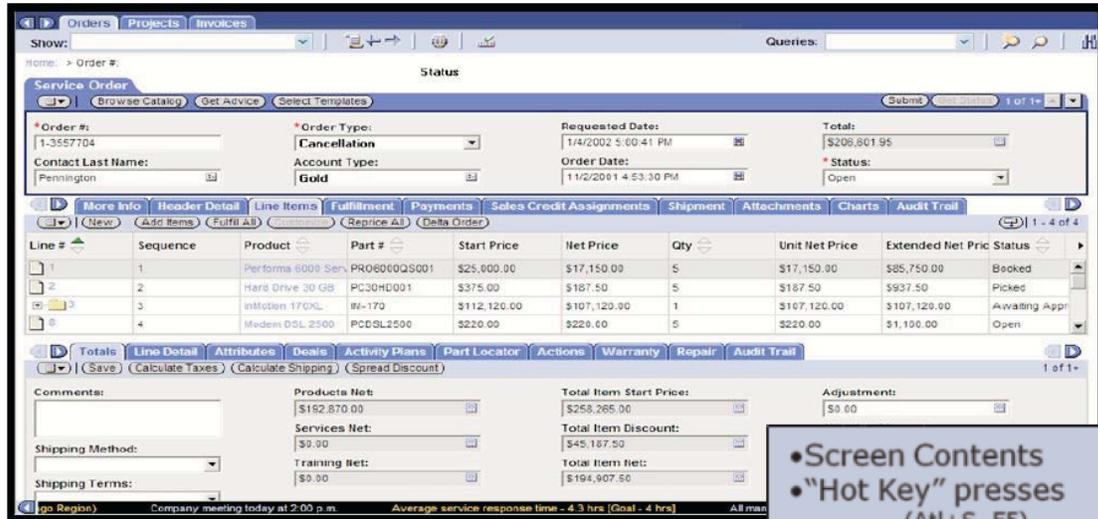
- Bandwidth Friendly; Less than 1 Mbps per Agent
- Does not do key stroke logging
 - So there's no risk we'll pick up account numbers or passwords
 - Can detect selected key strokes
- The application may be configured to be invisible or with a tray icon
- The application is "tamper proof"
 - Restarts itself when killed
 - Requires a password to uninstall
 - Logs are locked and can be obscured

Application Event Trigger



TOS

Capture screens and mark fields with clearly identifiable labels



- Screen Contents
- "Hot Key" presses (Alt+S, F5)
- Clicked on Button
- Menu Selections
- Window Open/Close
- Duration

Matching Criteria	Trigger Content	Object Name
1 Equal to	CLICKED	ReBarWindow32
2	CLICKED	ReBarWindow32
3		RichEdit20W
4		RichEdit20W
5 Equal to	NEW ACCOUNT	RichEdit20W
6	HOTKEY	HOTKEY

Trigger criteria can be specified for each control or field tag

AET: How it works

1. 'Invisible' client runs on employee desktop
2. Logs application usage and detects 'event' based trigger definitions to a local tamper proof file
3. Execution of a trigger can send a command to an Audiolog Recorder to 'tag' or start/stop
4. Collected Data is sent to AET Server for analysis and reporting



For more information please contact:

TOS Ltd. 2770 14th Avenue, Suite 200, Markham, Ontario L3R 0J1
 Tel: 905-474-3575 Fax: 905-513-7535