

CAPTURE THE FULL EXPERIENCE: 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.

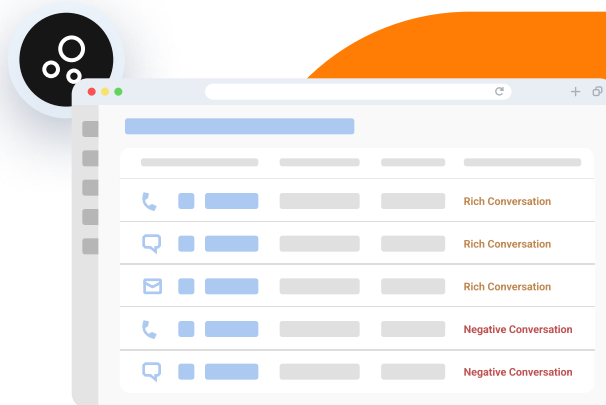
The power of Level AI Screen recording solution resides in its cutting-edge computer vision technology that redacts PII/PCI information from videos, and detect security breaches or fraudulent activities. It seamlessly integrates with your CRM, offers synchronized audio/video experience across all channels. 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.

Join the customer-first revolution with the likes of :



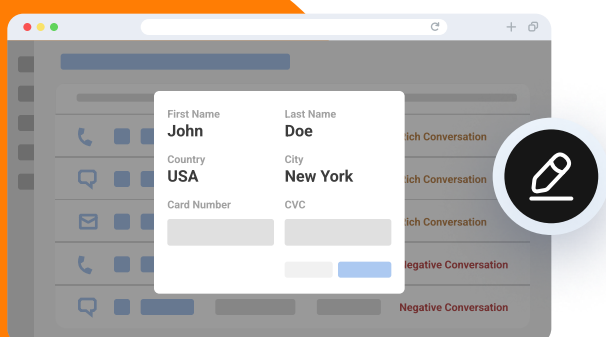
Omni-Channel Experience

- Records and monitors screen activities whether the interaction takes place on voice calls or chat conversations
- This data can be used to analyze customer interactions, identify areas for improvement, and provide coaching to agents
- A transparent view of how agents handle interactions across both voice and chat interactions will give you the insight needed to make the best customer experience



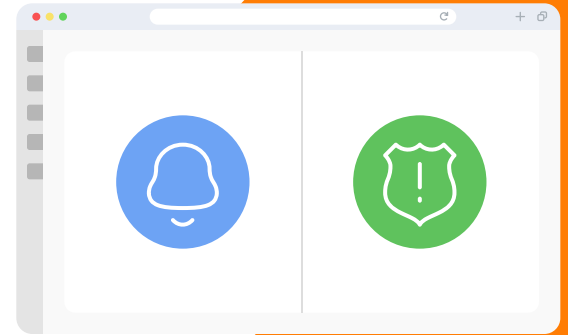
Redact Sensitive Information

- All screen recordings redact sensitive PCI and PII information like credit card information and CVV number to maintain the utmost security standards
- Level AI leverages Computer vision-driven activity detection technology to identify the information that needs to be redacted
- Helps ensure compliance with data privacy regulations



Security Breaches and Fraud Detection

- Activity Recognition: analyzes the visual elements of the screen recording to recognize specific activities or actions performed by the agent. For example, it can identify when an agent is accessing sensitive customer data, performing financial transactions, or navigating through specific systems.
- Anomaly Detection: compares the observed activities with predefined patterns or behavioral models to identify any anomalies
- Alert Generation: when the computer vision algorithms detect potential security threats or fraudulent activities, it generates alerts or notifications for further investigation

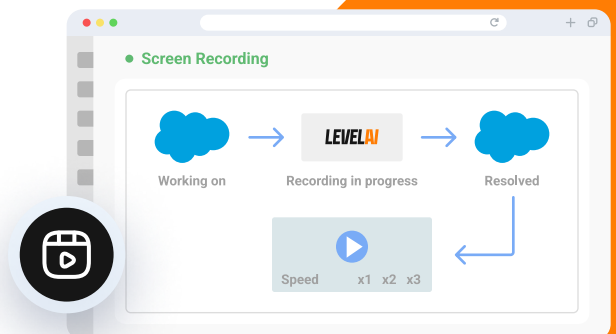


QA Like Never Before

- Screen and audio recordings are automatically attached to every resolved support ticket
- When reviewing specific cases, QA teams have the ability to observe both the video and audio of agent interactions with customers at the same time
- Level AI provides you with the ability to record wrap-up time post conversation, with flexible settings such as 2 minutes after the call or an extra recording for 25% of the call
- Monitor the agent's screen activities during critical moments such as customer frustration, churn & escalation

Smart Recording Mechanism

- Access live updates on active screen recordings and agent login/logout statuses. Track agents' most recent activity timestamps, identify coverage gaps in real time, and proactively address issues
- Automatically starts recording during agent activity or Integrate via API to trigger recordings on custom CCaaS events (e.g., call start)
- No need to sift through an 8-hour shift playback as every recording is associated with relevant case information
- Record multiple screens simultaneously to gather a holistic view of the customer conversation



The Results

17x faster first call resolution.

25% Improvement in Average Handling Time (AHT)

3x faster Training and Onboarding of Agents

100% increase compliance

35% improvement in agent experience