



Contact Center on Call:

DIGITAL RECORDING & MONITORING

Optimize Performance with No Up-front Investment

The features your business needs, available in a hosted solution

Hosted digital recording and monitoring from ICT Group offers many unique benefits:

- Ability to record from start of call through to resolution
- Ability to record both voice and data transactions
- Ability to assess agent interaction with customers as well as how effectively agents are utilizing technology resources
- Your business objectives determine the types of contacts captured and recorded
- Ability to share captured contacts enterprise-wide



DIGITAL RECORDING & MONITORING

Digital recording and monitoring is critical for managing and optimizing the performance of your contact center representatives. With ICT Group's hosted digital monitoring, you can deploy the gold standard in monitoring – Witness Systems' industry-leading technology – in just weeks, without the high cost of purchasing and deploying a stand-alone solution.

Replay the Total Customer Interaction

Witness captures both conversations and corresponding keystrokes and data input, and the two components can be replayed in synchronized format. Operations and quality assurance (QA) managers can observe and evaluate comprehensive agent performance as part of a continuous development, total quality management solution. The business intelligence captured can then be used by the training staff in coaching and skills-development programs.

Monitoring to Your Standards

Hosted digital recording and monitoring from ICT Group has the features, functions and flexibility you need to:

- Monitor silently
- Schedule agent monitoring
- Conduct bulk recording for compliance purposes

A Complete Hosted Solution

Contact Center on Call is a fully integrated hosted technology solution that includes:

- Hosted ACD
- Hosted Digital Recording & Monitoring
- Hosted IVR & Speech Recognition
- Hosted E-mail Management
- Hosted Web Chat/Collaboration

- Self-program monitoring standards and criteria
- Evaluate calls by producing a point score for each inquiry based on your QA standards

For more information on how you can use hosted digital recording and monitoring and other Contact Center on Call solutions to reduce your operating costs, improve customer service and boost your bottom line, call ICT Group at 800-201-1085.



800-201-1085 • 100 Brandywine Boulevard, Newtown, PA 18940
www.ictgroup.com • info@ictgroup.com • NASDAQ: ICTG