

Ekisa ScreenLogger V4.0 – Data Sheet

Introduction

The Ekisa ScreenLogger system records multiple PC (workstation) desktop screens simultaneously on a Local Area Network (LAN). Recording is achieved by monitoring software applications used (e.g. Excel or Internet), or by 3rd party recording control such as a voice logger. The screen recordings are reproduced as video recordings of the workstation desktops, showing the exact actions performed by the user at the time of recording. With voice recording integration, an event (e.g. transaction) can be reproduced and reviewed comprehensively, showing all desktop actions of agent with call audio.

Desktop screen recording for contact centers and back-office workstations

- Improve understanding of transaction execution (voice with desktop video)
- Audit, review and improve business processes
- Monitor and improve process adherence and process efficiency
- Manage Quality Assurance for voice-integrated and back-office environment
- Ensure regulatory compliance and mitigate risk
- Provide crucial evidential record for resolving queries or disputes
- Fast track agent performance improvement
- Enhance workforce optimization
- Build a comprehensive video training library
- Monitor & evaluate desktop skills, as well as applications and tools proficiency

Quality Assurance:

ScreenLogger provides a complete visual record of operator actions. Agents can be assessed offline, while more than one assessor can evaluate the same video recording.



Compliance:

Integrated voice and screen recording in call centers provide comprehensive transaction recording and regulatory compliance.



Top Features

- Desktop screen and voice calls recorded simultaneously
- Record the user's interaction with software applications
- Record multiple desktop screens per workstation
- Remote desktop recording
- Full SDK for Voice Recording Integration
- Independent operation for back offices without voice calls
- Live monitoring of selected workstation (**new**)
- Supports both concurrent and dedicated recording licencing (**new**)

Operational Advantages

- Very cost-effective
- No special requirements for bandwidth or storage
- Very reliable and proven architecture
- Centralised management significantly decreases support requirements
- Improved business return on investment

Training:

The desktop activities of top performers create excellent video training material. A picture paints a thousand words!



Scalability

- Up to 8 000 workstations per ScreenLogger system
- Support for multiple ScreenLogger systems for enterprise deployment
- Scalable data retention period
- Onsite, offsite and cloud storage options

PCI-DSS Compliant

- Screen masking to blank sensitive information
- End-to-end encryption

Software Development Kit

- SDK for tight integration with voice recorders
- Multiple Application Programming Interfaces (API):
 - COM API
 - .Net API
 - Http API
- Provides runtime recording start and stop control
- Provides runtime events (recording start and stop events, workstations list with states, etc.)
- Provides search query engine
- Provides archiving functions
- Provides COM and .NET player controls
- Google VP80 codec with WebM file format supports native HTML5 video playback via most web browsers, including Chrome, Firefox and IE. Web application has direct access to screen server to export and play screen recordings.

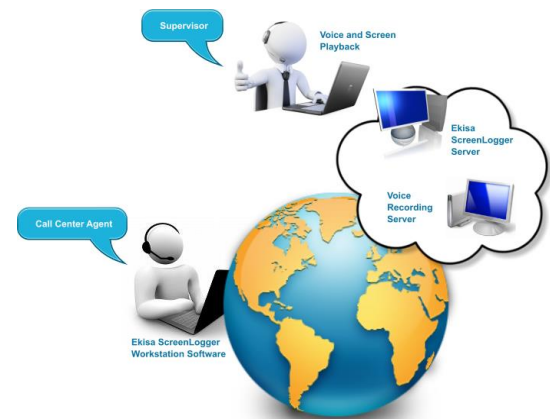
Software Components

The Ekisa ScreenLogger System consists of the following components:

- Ekisa Workstation software that is installed on all workstations (PCs) where agents perform daily functions that may require screen recording.
- Screen Server software installed on one or more servers that receives and stores compressed (and optionally encrypted) screen video data.
- The Configurator service is installed on a server and controls other components and provides system wide communication and synchronisation. It also interacts with SDK clients.
- The Management Studio (**new**) is a user-friendly graphical user interface that exposes the functionality of the Configurator service.
- The ScreenLogger Player Module, providing a Graphical User Interface for screen video playback.
- Proxy Server (optional), providing a gateway for SDK clients (e.g. voice recorders) to control and access multiple ScreenLogger systems – requires Microsoft SQL Server.

Detailed Features

- Desktop screen recording at up to 10 images per second (1 ips default)
- PCI-DSS compliant
 - Supports end-to-end encryption
 - Supports video masking
- Supports both dedicated and concurrent recording licencing models (**new**)
 - A **Dedicated** Recording Licence applies to a Static Workstations (per seat) that has been assigned to a Screen Server. Recording is prioritized and is not conditional to other workstations being recorded.
 - A **Concurrent** Recording Licence applies to any Dynamic Workstation that has been assigned to a Screen Server. The total number of concurrent recordings on Dynamic Workstations is limited by the total number of Concurrent Recording Licences. There is no limit on Dynamic Workstation over-subscription.
- Supports fixed and free-seating environment
- Supports cloud-based recording



- Codecs supported:
 - Google VP80 (high compression - required for web playback)
 - XVID (high compression)
- Call-driven screen recording (integrated with voice recorder)
 - Master-slave operation where a voice recorder controls when screen recordings start, stop or blank-out for PCI-DSS compliance.
 - Synchronized playback of voice and screen recording *
 - Integrated playback in voice recorder's player software *
(*) requires API integration with SDK
- Application-driven screen recording where recording is rules-based:
 - Time schedules
 - Keyboard events
 - Windows triggers
- Centralised management via ScreenLogger Management Studio (**new**)
 - Screen Server configuration
 - Workstation configuration
 - Motoring system and recording states
 - Live desktop monitoring of selected workstation (**new**)
 - Selecting workstations and agents for recording
 - Creating rules and triggers
 - Workstation Search function (**new**)
 - Maintaining system users
 - Verifying licensing
 - Basic Diagnostic feedback
 - Able to manage thousands of workstations (**new**)
 - Allows multiple instances (**new**)
- Player Module:
 - Provides playback of screen recordings for back-office deployments or integrated voice and screen trouble shooting.
 - Resizable playback screen: skip, rewind, pause, fast-forward
 - Basic and advanced search function for playback
- Detailed diagnostic event logging
- Multiple desktop screen recording of up to 16 desktops per workstation
- Remote Desktop Services (previously Terminal Services) screen recording on Windows Server 2003/8/12/16/19.
- Indexing mechanism on connected SQL server recording database increases the scalability of the number of recordings in the recording history and provides the ability to draw database statistics.
- Proxy server provides gateway for multiple voice recorders and multiple ScreenLogger systems (scalable to tens of thousands of workstations)
- Configurable maximum data retention period – useful when hard disk drives are larger than required.



Technical specifications

	CSV Flat File Indexing	SQL database Indexing
Max. No. of ScreenLogger systems per deployment	1	10*
Max. No. of Screen Servers per system	10	10
Max. No. of Workstations per Screen Server	1000	2000**
Max. No. of Workstations per Configurator	1 000	8 000
Max. No. of Recordings in database	2 000 000	Unknown*
Max. No. of Recordings per Screen Server	500 000	Unknown *
Max. No. of Sessions per Screen Server	20 000	200 000

* Requires Proxy Server. Upper limit could not be verified due to resource limitations.

** Limitations to number of simultaneous recordings apply, refer to:
Ekisa Tech Note - Load Capacity & Benchmarks for ScreenLogger V4.0 (Rev 1)

Operating Systems Supported

The Ekisa ScreenLogger product supports the following operating systems:

- Windows 10
- Windows Server 2003
- Windows Server 2008
- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019



Support

- Sales and technical training provided to registered VARs and OEM Partners
- Software Maintenance Plan