



Tracer Screen Recording Server (SRS) Programming

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OVERVIEW

This document will take you through the process of creating Tracer Screen Recording (SRS) Users and installing the screen recording client on the user's PC.

The OAISYS Tracer Screen Recording Server option records an agent's desktop screen activity when the audio of their phone call is recorded. The screen recording is hosted on a separate server or using VMware Server from the OAISYS Tracer call recording server; it is a dedicated server for recording desktop activity and communicates with the OAISYS Tracer recording server.

The screen recording server includes the server, the screen recording software, and five screen recording clients. The client application runs on the agent's PC whose screen is being recorded, and can be set up to be transparent from the user's perspective. The screen activity is saved as a screen recording file and stored with the audio recording of the phone conversation. The playback of the screen recording is synchronized with the audio playback. This functionality allows a supervisor to grade and evaluate an agent on what is said during the phone conversation, and how effectively the agent uses the PC applications during the call.

NOTE: Screen recording takes place only when audio recording is in use. If station side recording is used, and a call is placed on hold – there is no audio recording, so screen recording will not occur.

This document assumes that all configuration and initial setup of the Server has been completed. It also assumes that users have been replicated from the primary server and all extension lists are populated.



SCREEN RECORDING SERVER SPECIFICATIONS

CPU	Storage (SATA HDDs)	RAM	Operating System	SQL Server	PCI Slots	Network	Chassis	Other
Dual Core	320GB & 1TB	2GB	Windows 7	2008 Express	4 PCI 2 PCIe	1 x Gigabit	4U	DVD+RW
1-100 Screen Recording Ports								

REQUIREMENTS FOR CLIENT PCS

2.5 GHz Processor

1GB RAM

GENERAL INFORMATION

- CTI is required (not required with Version 7.0 and later)
- Multiple Screen Recording Servers can be networked together
 - Maximum screen recording clients per server is 100
- Desktop licenses can be static or dynamic
- Screen Recording will work in a Windows Terminal Server environment
- Currently support Screen Recording multiple desktop monitors per user
- Optional Wrap Up Timer per user

BANDWIDTH INFORMATION

0.005 to 1.5 Mbps would be the range (for minimal screen activities to full-screen movie) with 0.36 Mbps being the average expected for “typical/normal” screen activities.

From 20MB per hour (for minimal screen activities) to 4-5 GB per hour (for full-screen movie), we estimate for “typical/normal” screen activities – 160MB per hour.



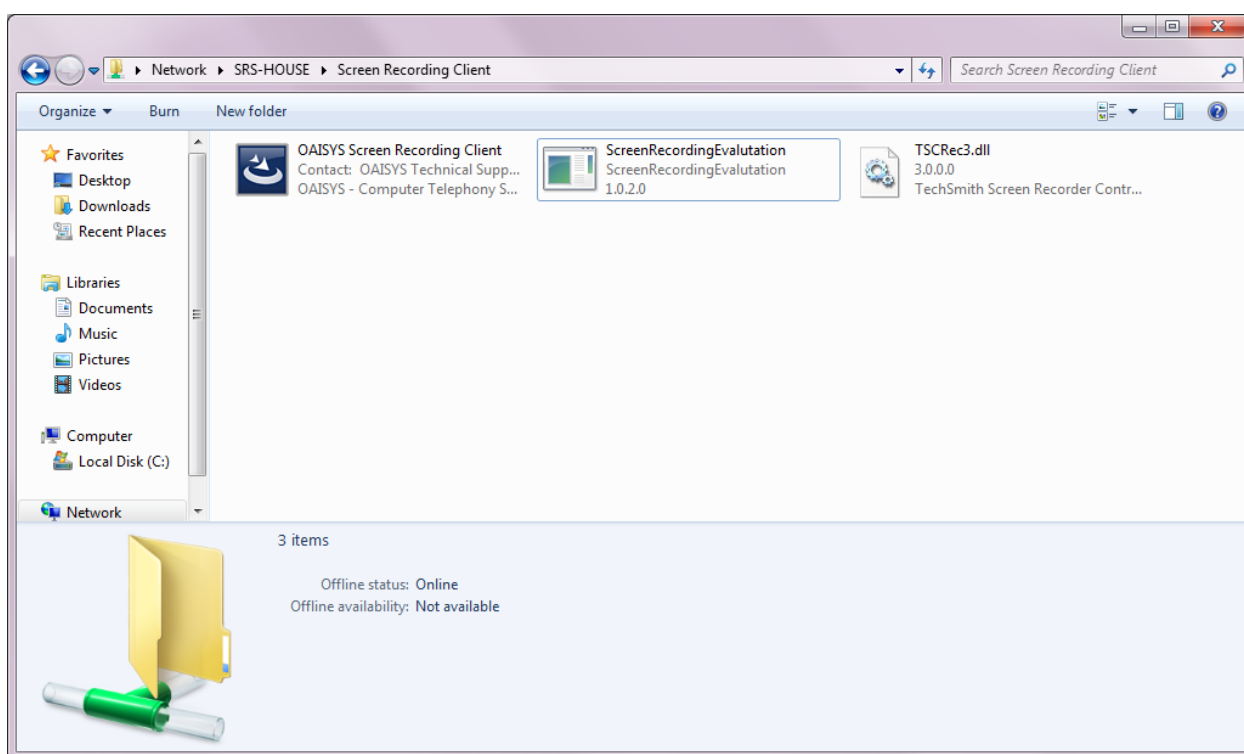
INSTALL SCREEN RECORDING ON THE USER'S PC

*** The user's PC must have .NET 3.5 installed prior to installation of the SRS Client***

NOTE: For the initial installation, you must enable Admin rights.

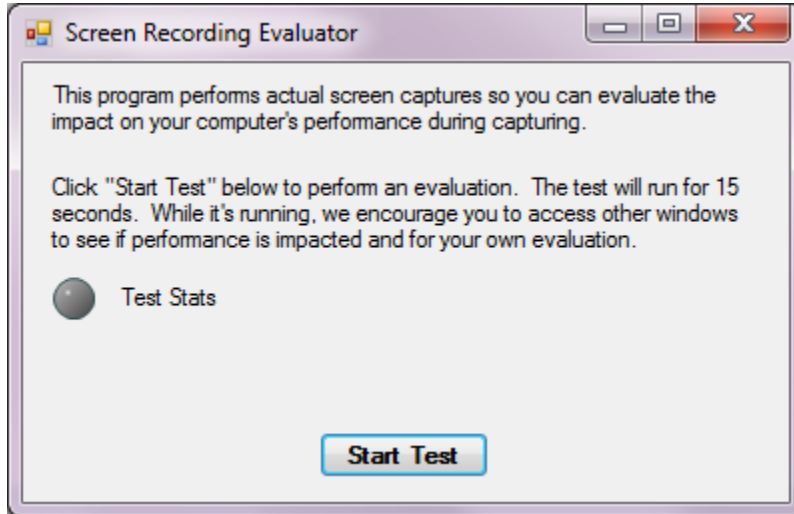
From the client's PC, browse the network to the SRS Server to locate a folder titled "ScreenRecordingClient".

Open the folder to reveal two files.



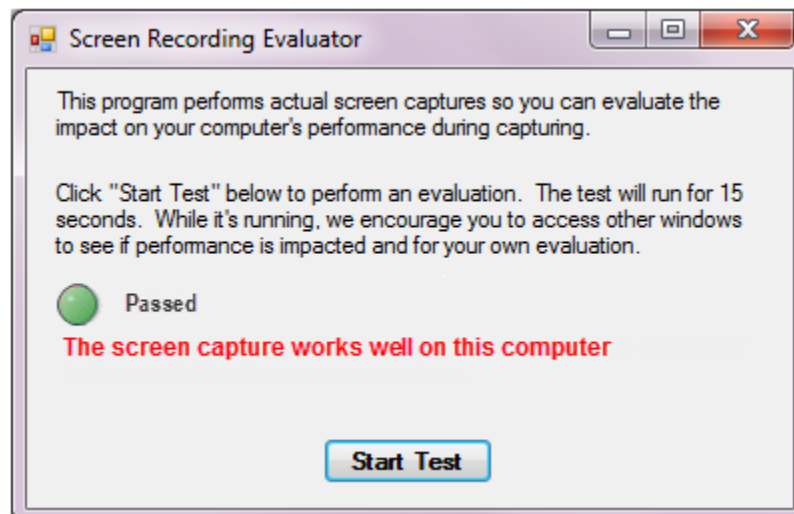


Move the ScreenRecordingEvaluation.exe file to the desktop → double-click to Run the file → click on Start Test



If the PC passes the test, continue through the remaining steps.

If the PC does not pass the test, locate Video Properties of the PC and disable Hardware Acceleration, then run the test again. If the PC fails the test again, it may not meet the requirements of Screen-Capture.





Run the installation file OAISYSScreenRecordingClient.exe. Once the installation is complete, click Start → Run → enter the following command:

```
C:\progra~1\oaisys\screen~1\OAISYS.Apps.RecordingClient.exe /A
```

This will launch the following pop-up

A screenshot of a Windows-style dialog box titled "OAISYS Screen Recorder". It contains several input fields and checkboxes. The "NetServer:" field contains "screenrec". The "Username:" field contains "Demo". The "Password:" field contains four dots. There are three checkboxes: "Disable Video Hardware Acceleration" (unchecked), "Always automatically use this login" (checked), and "Auto start on Windows login" (checked). An "OK" button is located at the bottom right.

NetServer: Enter the hostname of the OAISYS Screen Recording Server.

Username: Enter the user name for the user.

Password: Enter the password for the user.

Check the boxes if you wish to

- Disable Video Hardware Acceleration
- Always automatically use this login
- Auto start on Windows login

Click OK.



SCREEN RECORDING TEST CALL

Make your first test call using the Screen Recording feature.

Verify permissions have been enabled for accessing the calls you wish to test.

Log into the OAISYS Client → highlight the call in the list

This will activate a “Show Desktop” button → click the Show Desktop button to begin audio and screen playback

The screenshot displays the OAISYS Tracer Management Studio interface. The main window is titled "All Calls I Can View" and shows a list of calls with columns for Start Date/Time, Call Direction, Duration, Extension, Call Recorded, Address, and Customer Levels. A red arrow points to the "Show Desktop" button in the "OAISYS Capture" section, which is active for the selected call (11/30/2011 9:08:00, Outbound, 4:06, 3048). The "Detailed View" section shows the call details, including the time (9:08:59 AM) and the user (x3048 - SRSuser1). The "Evaluations" section shows a table of evaluations for the call.

Start Date/Time	Call Direction	Duration	Extension	Call Recorded	Address	Customer Levels
11/30/2011 9:12:33...	Inbound	0:44	2507	Yes		
11/30/2011 9:12:...	Inbound	0:28	2505	Yes		
11/30/2011 9:11:...	Inbound	0:40	2504	Yes		
11/30/2011 9:09:...	Outbound	1:41	1513	Yes		
11/30/2011 9:09:...	Outbound	0:57	1212	Yes		
11/30/2011 9:08:...	Outbound	4:05	3049	Yes		
11/30/2011 9:08:...	Outbound	4:06	3048	Yes		
11/30/2011 9:03:...	Outbound	1:26	1026	Yes		
11/30/2011 9:03:...	Outbound	4:17	1541	Yes		
11/30/2011 9:02:...	Outbound	4:05	3049	Yes		

Evaluation Title	Grader	Employee Ext	Employee Description	Final Score	Status	Date Completed
Eval - All Calls -1	DawnCM	x3048	SRSuser1 (x3048)	-	Not Started	-
Call Center CS - Ra...	DawnCM	x3048	SRSuser1 (x3048)	-	Not Started	-