

OAISYS Screen Recording

OAISYS Tracer – Screen Recording

What is the OAISYS Screen Recording Server?

With the release of Tracer 5 OAISYS introduced screen recording to the Tracer solution. A basic definition of screen recording is to record what is happening on the agent's PC screen while the agent is on a phone call that is being recorded. The screen activity is saved as a screen recording file and stored along with the audio recording of the phone conversation. The playback of the screen recording is synchronized with the audio playback. This screen recording functionality allows a supervisor to grade and evaluate an agent on both what the agent says during a phone call and how effectively the agent uses his PC applications during the phone call.

The screen recording is done on a server separate from the Tracer server, or call recording server. The screen recording is a dedicated server that records desktop activity. It communicates with the Tracer recording server.

The screen recording server includes the server, the screen recording software and five screen recording clients. The client will run on the agent's pc whose screen is being recorded. This application will be transparent to the user. This will be the only function of the screen recording client. The playback of the screen recording will be done by the client application. It will be synchronized with the playback of the audio of the phone call that it is associated with.

Screen recording takes place only when audio recording takes place. For example, if a customer is using station side recording and a call is placed on hold there is no audio recording therefore there is no video recording.

Screen Recording Server Specs

- Dual Core CPU
- 1 TB Storage Drive
- 1 GB RAM
- 160 GB OS Drive
- XP PRO OS
- SQL 2005 Express
- DVD+RW and Floppy drive
- Rack-mount server that include rails and mounting hardware.
- 4 full PCI slots and 2 PCI express slots.

What are the Requirements for the Screen Recording Client (Desktops)?

- 2.5GHz processor
- 1GB of RAM
- We don't have a minimum recommendation for a video card. We have never seen issues with Screen Recording Client limited because of a specific video card.

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General Information

- CTI is required
- 48 Desktops per Screen Recording Server
- Multiple Screen Recording Servers can be networked together
- Desktop licenses are static.
- Screen Recording will work in a Windows Terminal Sever environment.

Bandwidth Info

0.05 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.

More info; from 20 MB per hour (for minimal screen activities) to 4-5 GB per hour (for full-screen movie). We estimated for “typical/normal” screen activities – 160 MB per hour.