envision
CLICK 2 COACH®

Click2Coach Screen Capture Suite

Enhance Your Contact Center Performance with Click2Coach Screen Capture Suite

Elevate your contact center's performance and agent effectiveness by watching how they interact with customers and your systems. Click2Coach simplifies monitoring by allowing you to view your agents' screens, no matter if they're on-site, remote, or at home. Enjoy the ability to observe live screen action. With screen recordings, sentiment analysis and transcripts on one display, you're equipped to identify coaching moments swiftly. Our clients have cut average handling time by 11% and sped up training for new staff by 14%.

Essential Features

- **Triple Screen Capture:** Monitor up to three agent screens simultaneously for complete insight.

- **Live Desktop Streaming:** Click2Coach LiveView offers real-time monitoring of agent interactions for immediate context on escalated calls or to check in on remote staff.

- **Interactive Timeline:** Navigate conversations with ease, focusing on critical points like keyword utterance, sentiment shifts, or extended silences.

- **On-the-fly Transcription:** Forego listening to entire calls; instead, hop directly to segments of interest by browsing the transcript at your leisure.

- **Advanced Sentiment Analysis:** Identify conversation segments where emotional tones fluctuate, see how each speaker is feeling.

- **Search Functionality:** Instantly locate specific words or phrases, essential for compliance checks, coaching and managing grievances.

The Click2Coach Screen Capture Suite is your gateway to a deeper understanding of operations, enabling superior agent coaching, decreased handle times, and faster training for new team members.

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