NICE uptivity
Agile WFO for SMB

Desktop Analytics

Automatically extract data to enhance the Discover experience

Uptivity's application integration platform, Desktop Analytics, seamlessly integrates with your employee desktop workstations to extract relevant data from their web browsers and other utilities and store that data within the Uptivity Discover Suite.

Customer Scenarios

Data entered into applications can be automatically extracted and stored with recordings in Discover, and then be used through the rest of the solution suite. Use cases include:

Agent Workflow   **Uptivity Database**

PCI Compliance

To ensure PCI compliance, businesses processing credit card transactions can pause recordings during credit card entry, ensuring sensitive data, such as PAN, is not stored on disk.

Identity Verification

Organizations may require the caller's identity to be verified before making changes to a customer's account. By detecting entry of a PIN or an ID Number and updating the corresponding recordings as "VERIFIED", call center management can ensure agents are properly performing identity verification on all transactions.

Healthcare Records

A healthcare provider needs to organize recordings by internal patient ID number. By detecting that number in the patient management system, recordings may be updated with the ID number for quick retrieval.

CRM Data

A technical support organization needs to update all recordings with the corresponding incident case number, to analyze complex customer issues requiring multiple agent interactions. By extracting the case number from each agent's CRM session, incidents with multiple interactions can quickly be recreated and analyzed.
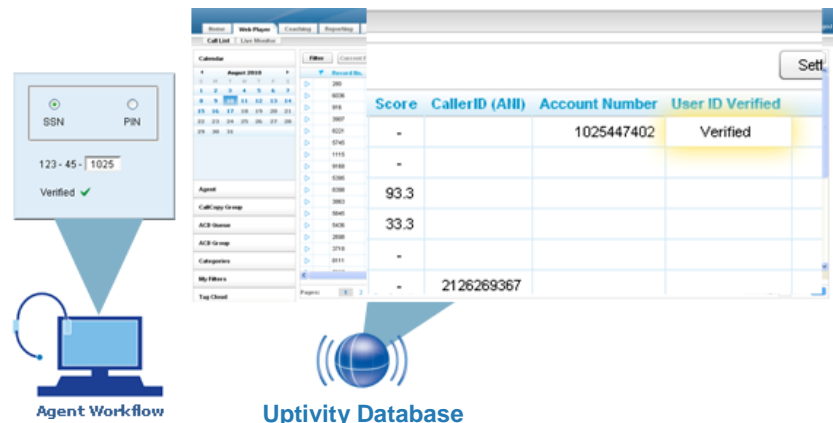
Technical Details

Desktop analytics is an add-on module that enables you to extend your call recording investment and does not require custom development. Before you get started, engaging with our experienced Professional Services team is required to evaluate your current business processes. This engagement will help ensure desktop analytics is optimally configured for the overall success of your solution.

User Interface Text Extraction

Desktop analytics supports most major UI technologies on Windows, including Win32, MFC, VB6, WinForms, Java, WPF, Flash, Flex, AIR, PDF, Internet Explorer and FireFox.

You can be confident in the performance of desktop analytics' text extraction capabilities. We offer 100% accuracy with most common applications, including:

- Microsoft Office
- Internet Explorer
- FireFox
- Adobe Reader
- Most Email and Instant Messenger Applications
- Open Office

Technical Highlights

- Supports Microsoft Windows Desktop operating systems
- Updates up to 15 unique data fields
- Desktop analytics is licensed per workstation
- Supports Remote Desktops, Citrix and Green Screens.

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What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.