Extracta™
SCREEN CAPTURE & DESKTOP ANALYTICS

OnviSource

OnviSource Screen Capture and Desktop Analytics are purpose built to help contact centers **monitor, analyze, and optimize employee productivity, application usage, and process efficiency in real-time**.

Unleash your agents' full potential and transform your contact center into a hub of excellence.

Utilize screen capture to **gain complete visibility** into agent workflows, interactions, and system navigation. **Pinpoint inefficiencies, remove barriers to success**, and **provide in-the-moment guidance**. Gather actionable insights into agent behavior and performance from desktop analytics, helping you tailor programs to address specific challenges.

With streamlined workflows, real-time guidance, and data-driven insights, **agents spend less time on training, retraining, or battling tedious tasks and technology**. Instead, they can focus on delivering personalized, meaningful interactions that enhance customer experiences and maximize lifetime value.

Delivering exceptional experiences requires more than just hard work—it demands **smart tools**. The power of screen and KPI capture and desktop analytics can help you:

Develop Super Agents

Increase Customer Lifetime Value

Improve Operational Efficiency

Extracta Screen Capture and Desktop Analytics

Optimize your workforce, transactions and business operations

Screen Capture

- Record agent screens to deliver a complete picture of interactions during customer engagements
- Gain visibility into how agents navigate systems, process orders, and resolve issues


KPI Capture

- Record and display the key performance indicators (KPIs) that matter most to your contact center
- Access clear insights into transactions to drive better performance and outcomes

Desktop Analytics

- Track, monitor, and analyze activities
- Provide actionable insights into workflows, productivity, and system usage
- Expose bottlenecks, repetitive tasks, and inefficiencies
- Discover, alert and improve agent work attendance, adherence, and compliance.
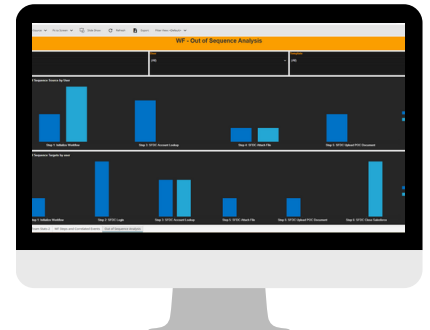
Drive measurable results

Real-time guidance

Help agents perform better during their transactions and prevents errors and delays. RTG can also direct agents on how to correctly react to critical events and even remind agents to upsell when the occasion is right.

Sensitive data management

Apply sensitive data tracking, control measures or actions, and automate detection and workflows without looking over the shoulder of each employee.

Process improvements

Automatically capture, monitor, evaluate and assess the efficiency of processes used by employees to systematically resolve any bottlenecks and process deficiencies to increase productivity.

Employee productivity & compliance

Capture and analyze multiple agent screens to determine the right training and apply effective quality management critical to productivity, efficiency, and compliance.