



## Veritape ScreenScout: robust and flexible technology to help control and tag your call recordings.

### What is Veritape ScreenScout?

Veritape ScreenScout will watch any websites or applications which your staff use to gather data and take appropriate action to control your Veritape call recording.

It is particularly useful in the contact centre environment where quick solutions are required and where no ability or desire exists to modify web pages or applications. It is very quick to implement, and offers a wide range of strong business benefits.

### What does Veritape ScreenScout do?

In conjunction with Veritape Call Control, Veritape ScreenScout will automatically remove sensitive data from recorded telephone calls, such as credit card details (ensuring PCI DSS compliance), passwords and personal medical information. In this case, Veritape ScreenScout provides the 'triggers' for start, stopping and bleeping calls.

And working with Veritape Call Tagging, Veritape ScreenScout provides information to tag your recorded telephone calls. Tagging lets you categorise calls, speeds up searches for recorded calls and increases your overall operational efficiency.

The application works equally well with off-the-shelf or in-house products and does not require any in-house programming or development work. Veritape IT staff will configure Veritape ScreenScout to work with your environment.

### How does it work?

The technology captures actual customer data from pre-defined parts of your web page or application. Using this information, and the actions your staff take, you can automatically:

- > Start, stop and pause a call recording
- > Insert a 'bleep' into a recording
- > Tag or label the recording with any relevant data

in conjunction with Veritape Call Tagging and Veritape Call Control.

### Here's a working example:

Our case study shows how Veritape introduced ScreenScout into a large motor company. It also demonstrates one way of using ScreenScout technology: eliminating sensitive credit card data from recorded telephone calls. View the case study at [www.veritape.com/aboutus/case\\_studies](http://www.veritape.com/aboutus/case_studies)

And to watch a video demonstration of Veritape ScreenScout, go to [www.veritape.com](http://www.veritape.com) and search for "pci dss demo".

### It's flexible and quick to implement

- > Veritape ScreenScout is fast and simple to implement - no customer development or integration work is required.
- > Veritape ScreenScout works with multiple concurrent applications and web pages. Each of them can label or control call recordings.
- > Veritape ScreenScout works in tandem with Veritape Call Tagging and Veritape Call Control, and is configured by Veritape IT staff specifically for your environment. Veritape ScreenScout is simple and fast to implement.

### Summary

Used in conjunction with Veritape Call Tagging and Veritape Call Control, Veritape ScreenScout is a powerful technology that could enhance your business.

For more information, visit [www.veritape.com](http://www.veritape.com) or call **0845 899 5500**.