



## AgenTrak v2

Employee monitoring, risk  
reduction and productivity  
optimization in a single platform



# Monitor your employees more effectively at home or in the office:

## Monitor & Optimise

asterlogic AgentTrak is the leading Employee Monitoring software solution, we help you understand what is happening across your employee estate real-time and historically, helping you optimise and drive performance improvement.

We provide deep analytical activity monitoring where we track all mouse scrolls, mouse clicks and keyboard depressions on a real-time and historic basis, giving you the insight to understand where employees are unproductive and also why employees excel.

With our real-time AgentTrak 360° Viewer, you can stream live the employee's audio, full desktop and webcam to really understand how they are performing. This allows you to manage employees effectively in the office, the call centre or the home – no matter where your employees are based, we offer you the same management & monitoring experience.

We provide the tools to expedite new employee training to get those team members performing quicker, delivering for your business.

The ability to define service levels, rules and alerts on a system wide, team or individual employee basis, we ensure you get the right level of monitoring across your whole organisation to deliver real value and performance.

Compliance, HR and Quality Assurance will also see real benefits as the detailed monitoring statistics and capability helps drive effective change through the employees, allowing the ones in need to get the help they need quicker.

Organisations that deploy AgentTrak will see at least a 10% improvement in employee performance, as well as the ability to reduce management overheads by managing more with less, we offer a solid return on investment model for organisations that want to see performance gains.

# AgenTrak: Features at a glance



## Real-time Monitoring of Webcam:

Full real-time visibility of the user's webcam to ensure no 3<sup>rd</sup> parties are compromising the users screen as well as checking user behaviour. Helps ensuring PCI / Data Protection compliance



## Real-time Monitoring of Desktop & Audio:

Full real-time visibility of the user's full desktop and PC audio to allow you to monitor and track user behaviour and applications being used



## Real-time & Historic User Activity, App & URL Tracking:

Tracking application use, URL use, mouse scrolls, mouse clicks and keyboard activity to help drive performance. Understand why quiet periods occur as well as what makes high performers, track productive and unproductive time



## Graphical Desktop Analytics and Alerting:

Full real-time and historic analytics of the desktop activity – highlighting all productive and non-productive time, with Service Levels and alerting built in



## Rules & Service Level Engine:

Multi-level policy/rule definition from global, team and user levels. Alerting based on defined service levels



## Training Enhancement:

360° Employee Real-time monitoring allows great insight into new employee performance and acts as a great training aid, getting employees up to speed quicker



## GEO Location

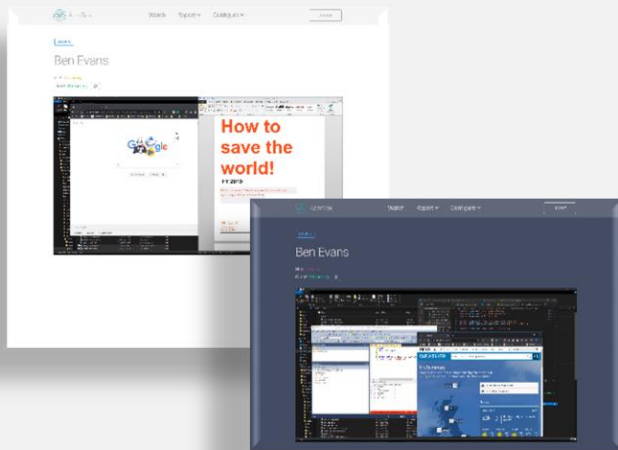
Ability to track device location to ensure the Employee is working where they are supposed to



## Speed Testing:

Check remote working employee internet connection speed to ensure it is sufficient for business use, as well as snapshot speed at pre-defined times

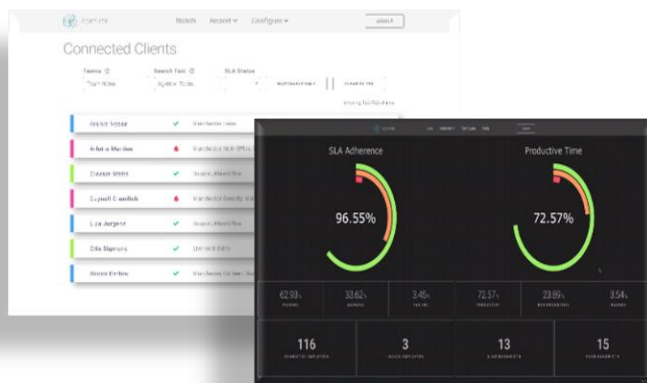
# AgenTrak: Delivering performance benefits



Full real-time visibility of employee webcam, audio (PC & softphone) as well as full desktop.

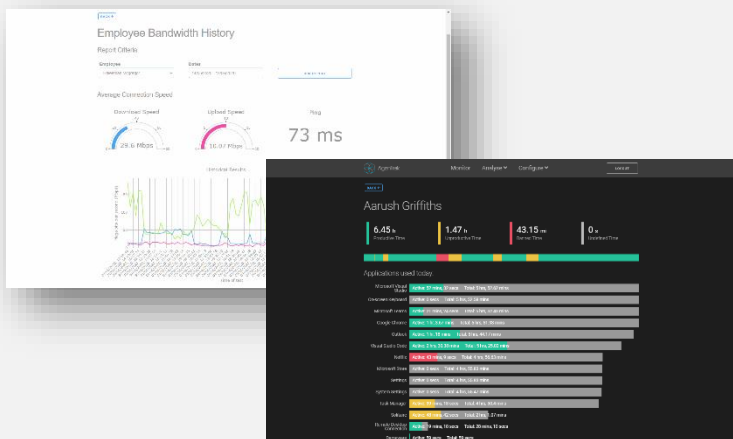
Allows 360° view of employee and employee activity. Accessible via PC, Tablet and smartphone

Available in Light and Dark modes



Ability to define rules, policies, and service levels at global, team and individual employee level to provide granular monitoring & tracking capability.

Advanced filters to allow Managers to view the key information they need Alerting on service level exceptions



Real-time interactive analytics on team and employee performance.

Ability to drill down into activity timeline to identify unproductive periods.

All the information needed to drive performance improvements across the employees

## Flexible Deployment Options:



### Cloud

No server maintenance, only install AgenTrak Agents on the machines you want to monitor and set up your users, service levels and rules and we take care of the rest.



### Premise

Control your AgenTrak implementation in its entirety. Leverage HR systems to identify which users and groups to apply which policies and rules to.



### Private Cloud

Use your own secure, scalable private cloud implementation including AWS, Google Cloud, Azure and more.



### About Comsys CX:

We are a leading provider of omnichannel customer engagement solutions that assist companies deliver a unique customer experience and increase the efficiency of their contact center operation. We are active in the contact center industry for more than 15 years and we hold a track record of complex projects in outsourcing, financial services, telecommunications, and retail sectors. Our strategic partnerships with major technology vendors enable us to delivery our innovative interaction management and contact center optimization solutions.

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