Fusion Desktop Analytics
Automatically Extract Data to Enhance the Discover Experience

Desktop Analytics offers the functionality to automate your approach in monitoring, capturing, and analyzing desktop activity. A solution that's really seen as a game changer for contact centers because of the inherent transparency that's allowing you to identify opportunities for improvement in processes, experiences, and performance.

inContact's cloud application integration platform, Fusion 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 Discover Suite.

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:

PCI Compliance
To ensure PCI compliance, businesses processing credit card transactions can blackout recordings during credit card entry, for both audio and screen capture, 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.

CRM Data
Organizations often need 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.

Key Features

- Text extraction capabilities – thorough accuracy with common applications such as Microsoft Office, Internet Explorer, and Adobe

- Provides data capture and analysis of desktop applications

- Capture specific types of interactions through event triggering

- Extend your call recording investment requiring minimal custom development on your end