

5.2 Screen Recording

Bright Pattern Documentation

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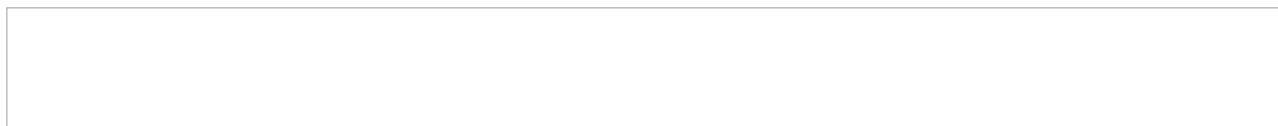
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Screen Recordings

Your system may be [configured](#) to capture videos of desktop screens of some agents during their working sessions. For viewing of any part of an agent session recording, use the [Agent Timeline view](#).

If a screen recording is available for an agent session that you see in Agent Timeline view, you can click the screen recording icon corresponding to a particular agent state. A new window will open showing you a video of the agent's screen recorded during the selected state. To download the recording, click the download icon .

When an agent whose session is recorded handles an interaction, a screen recording related to handling of that interaction will also be available via the [Interaction Records view](#).



Interaction records with screen recordings

To view an interaction screen recording, click the screen recording icon . The Review screen will open. Select the desired interaction segment and click the **Watch** button. To download the recording, click the **Download** button.

Note: A new window opens each time you select a screen recording to play. Depending on the internet security settings of your browser application, you may need to explicitly allow pop-ups from the corresponding Contact Center Administrator application pages.

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