NGNShadowCoach
Agent workstation monitoring and recording

View and hear multiple monitors

NGNShadowCoach gives you the possibility to monitor agents as needed. Manage your team, weather remote or local without leaving your seat.

Chat tool between Supervisors and Agents

Communicate with your agents while monitoring their workstations. It allows real-time coaching without interrupting the agent while having visibility into their workstation.
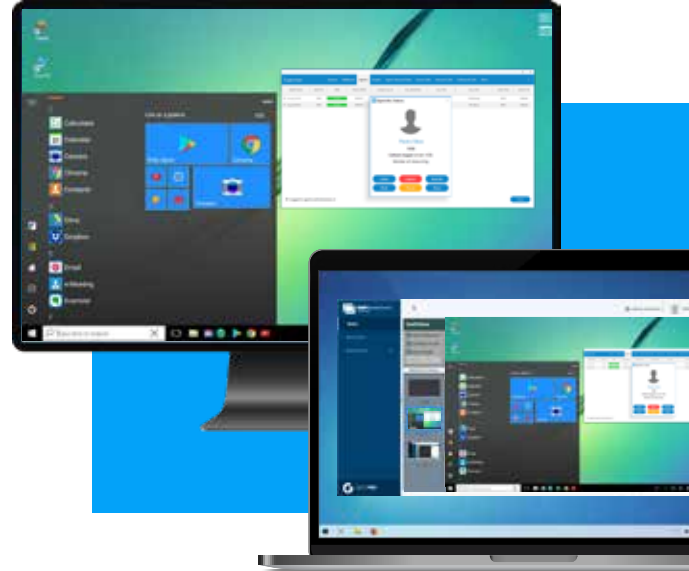
Silent Screen Monitoring

Use NGNShadowCoach when it is time to monitor your agents discretely to ensure the best quality assurance. With NGNShadowCoach, agents are not alerted when a supervisor is monitoring their workstation, providing an honest assessment of their performance.

Low bandwidth usage

You don't need to sacrifice the agent's connection to monitoring with efficiency. Our technology is designed to give what you need with minimum effect in the agent data transfer.

Create simple auto-recording rulesfor your team members

Agents may work hard but to clearly understand their performance, screen recording gives you a detailed insight. Monitor agent performance through recordings, save critical information and revisit the videos whenever needed.

For Agent

Single file simple install

Once the file is installed on agent's workstations they are automatically logged into NGNShadowCoach when they log into Windows, even after the machine has been rebooted or turned off. You can be certain that the monitoring will be active when you need it.

For Supervisor

Web based monitoring

There is nothing to install on supervisor machines at all! Monitoring and chat is done from a user-friendly web platform. This makes it simple for a supervisor to monitor agents as needed.

GRUPO **NGN**

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