

Easily Make a Video by Free Screen Recorder and Send It to Us for Troubleshooting

[PDF] We decide to use videos for better customer service. We have already make some video tutorials (on [YouTube](#)) for our software products and now we hope we could receive video from our customer for deeply troubleshooting. Monica, senior customer service executive of AthTek Software. She said that sometimes she could hardly know what has happened on the customer's desktop, let alone provide a solution to the problem. If she could see how the customer use our product, she would be able to provide an exact solution instantly. Some things can't be explained very well with words. But if you can make it into a video, people will know exactly what you mean. That is what we ask you to do: if you have problem(s) in using our product, please make it into a video and [send the video link to us](#). Then, we will provide a solution as soon as possible.



To make a video is not so difficult especially for YouTubers. For those who haven't made a video before, I'm glad to introduce some free screen recorders to you. With any of them, you would be able to record your screen easily and upload your work to any video site.

Recommended Programs	Introduction
BB FlashBack Express	If you're looking for easy-to-make professional-looking screen recordings, check out BB FlashBack Express. You can download the full version for free from www.bbssoftware.co.uk . Record a window, region or full screen. Save recordings in Flash or AVI formats with full control over file size and quality. Give your presentations the personal touch with picture-in-picture webcam video. BB FlashBack Express screen recorder has one-click upload to YouTube, Blip.tv, Viddler and Revver. You can also share your movie by sending a link or embedding it in a webpage.
Apowersoft Online Screen Recorder	Apowersoft Online Screen Recorder is simple to use and lets you record all or part of your screen using different modes, including Full-Screen mode, Custom-Screen mode or Webcam Capture mode, which allows you to capture audio and video direct from programs like Skype and Gchat.
Ainishare Screen Recorder	Ainishare Free Screen Recorder captures what you see on screen and what you hear/say simultaneously, and saves them as compressed video file in real-time. It is usually used to create software demos, capture streaming videos and record game plays.

Besides the above free screen recorders, you can also use AthTek Skype Recorder to record the desktop activities in AVI file format. When you have downloaded and installed any of the above free screen recorders, you can now record the problem as a video on your computer. Please use a high resolution for your screen recording and record as more details as you can. Once you have done the recording, please upload it to a video site and [send the video link to us](#) for troubleshooting. We will get back to you as soon as we can. We also have a post on [how to make a video and upload it to YouTube](#). Check it if you still have problem with recording and uploading.