NICE ENGAGE PLATFORM

Advanced Interaction Recording

RECORDING IN THE
'NOW' CUSTOMER ERA

We've all come to enjoy the availability and immediacy of digital engagement channels — something that has been easy to get used to. It's raised the bar for customer service levels and centers. While simple issues are easily taken care of online, people want that same speed and efficiency for more complex issues, those that require the assistance of a customer service agent. All of this has placed a heavy burden on organizations to keep service levels as high as today's communication channels are fast.

With the introduction of advanced real-time technologies, the time has come for organizations to combine the speed of the digital world with the expertise and human touch of its service reps. NOW is the time to turn your contact center into a real-time engagement center.

Our new state-of-the-art recording – NICE Advanced Interaction Recorder (AIR), part of the NICE Engage Platform – delivers the industry's first real-time streaming solution. It enables the NOW customer experience with breakthrough high-scale recording and a lower TCO (Total Cost of Ownership).

MAKE A REAL-TIME IMPACT

Simplified Customer Authentication
Accelerating the process using voice print technology.
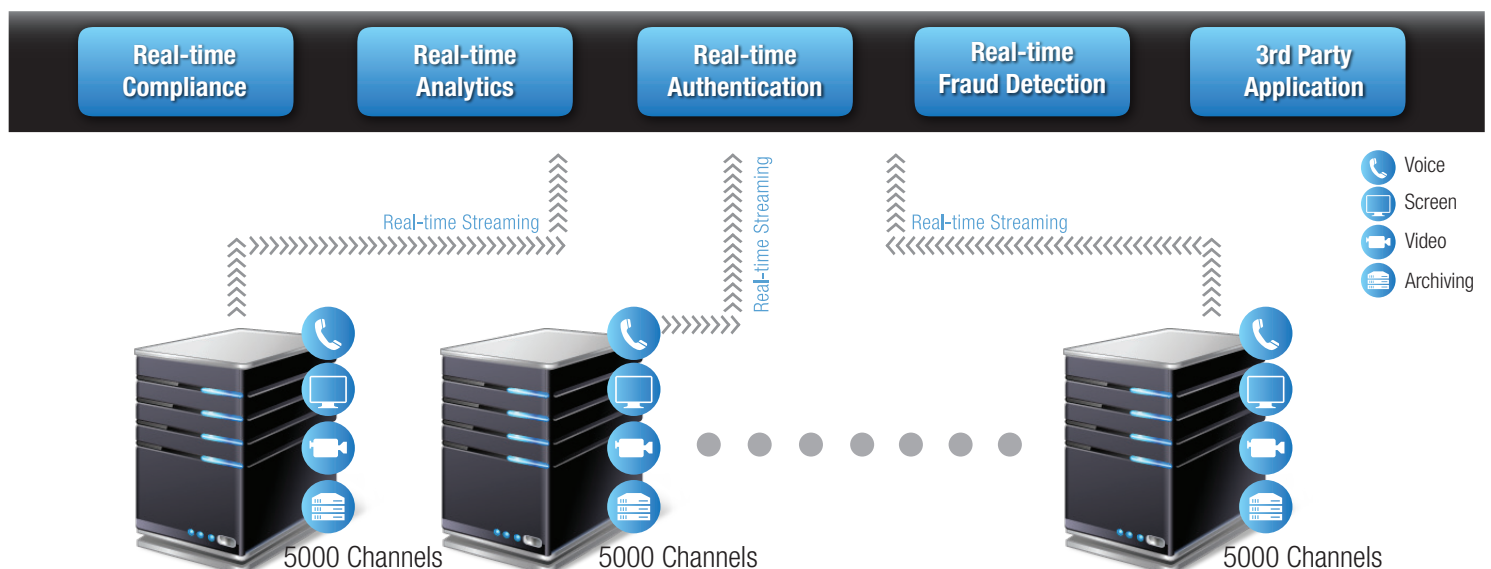
Preventing Fraud
Interaction data can detect attempted fraud during a call, helping agents manage risk before any damage is done.

Ensuring Compliance
By enforcing processes and prompting agents to read out necessary disclaimers.

Identifying Important Calls
Managers will be alerted to sensitive calls, allowing them to intervene on the fly.

Real-time Compliance	Real-time Analytics	Real-time Authentication	Real-time Fraud Detection	3rd Party Application

Real-time Streaming

Real-time Streaming

Real-time Streaming

Voice
Screen
Video
Archiving

5000 Channels   5000 Channels   5000 Channels

BOOSTED SCALABILITY
REMARKABLY LOWER TCO

The NICE Advanced Interaction Recorder was designed with the help of a community of customers and leading technology partners; amounting to years of accumulated IT expertise and experience. It supports the most advanced IT standards and requirements, including:

Fewer Servers
By consolidating voice, screen and video; storing and streaming in one server, we've substantially reduced the number of necessary servers. This has also eliminated the need to deploy various components; that means less rack space and lower electricity consumption.

Reduced Network Traffic
In addition to minimal dependency on network connectivity between different components.

Simplification Across the Board
Including solution deployment, maintenance, licensing and redundancy schemes.

Increased Robustness
In every area of the solution: recording, real-time interaction analytics, streaming, storage, performance and much more.

ENSURING REGULATORY
COMPLIANCE

NICE has provided regulatory compliant recording solutions for over 25 years to the largest contact centers and trading floors in the world. To address compliance requirements, the NICE Advanced Interaction Recorder is equipped with capabilities that include and address:

- Advanced retention setting
- Secured APIs
- End-to-end media encryption
- PCI DSS compliance
- Powerful resiliency options (telephony/trading system integration dependent): pool of AIRs, N+1 chains and 1+1 (duplicate) recording
- State-of-the-art business continuity: faster failover mechanism
- Multiple datacenter business continuity and disaster recovery support
- Government security regulations
- DoD data deletion capabilities

1
server for voice, screen and video recording plus archiving and streaming

5000
Up to 5000 recording channels per server

1sec
Real-time streaming with less than a 1 second delay

100%
real-time streaming to business applications

ALIGNED WITH THE STRICTEST IT STANDARDS

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- Flexible centralized channel licensing — ability to switch channels across AIR servers by the customer
- 64-bit native code running on Windows Server 2012
- Certified with virtualization environments
- Built-in alarming and monitoring capabilities
- File-based archiving
- Gradual upgrades — runs side-by-side with existing loggers during the transition period

IMPROVE YOUR REACTIONS

Improve Your Reactions at: http://www.nice.com/engageplatform/

About Business Systems UK Ltd

Business Systems is the UK's largest independent provider of market leading call recording solutions and associated voice and speech technologies such as quality monitoring, analytics, workforce management and customer feedback.

The company offers unbiased advice on the 'best fit' solution from industry leading manufacturers accompanied by fully project managed implementation, consultancy and maintenance services.

Professional services include assistance in implementing quality monitoring and advanced analytics programmes or enhancing existing ones whilst setting up measurable objectives to ensure a speedy ROI.

Business Systems services and maintains tens of thousands of channels in the largest call recording installations across call centres throughout the UK and in over 1/3 of London's Financial Institutions.

All professional services are offered directly from in-house service personnel certified by various partners including NICE systems and Red Box Recorders. Business Systems is also ISO 9001: 2008 accredited ensuring all services delivered are of the highest quality.

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