

NICE Recording eXpress

**Advanced Capabilities, Rapid
Installation, Affordable Price**



ADVANCED RECORDING PLATFORM FOR SMALL AND MEDIUM BUSINESS CONTACT CENTERS

Small and Medium Business (SMB) contact centers and branch office operations share similar call recording needs with larger enterprise environments. But traditionally, SMBs have had to compromise capacity, capabilities or quality for a recording platform they could afford. Now, NICE offers a comprehensive, advanced, easy-to-install and affordable platform built for contact centers and branch operations but delivering the functionality of enterprise systems, including PCI compliance and quality management.

Product Highlights

- **Intuitive** – Provides simple configuration and administration for capturing, storing, managing and replaying calls
- **Compliant** – Enables PCI compliance, secure recording and easy user management
- **Quick to Deploy** – Requires less than half a day to install at a standard site, reducing IT personnel-related costs
- **Flexible** – Delivers TDM, VoIP and screen recording in a single commercial off-the-shelf package, optimizing investment in existing technology
- **Extensible** – Add NICE Quality eXpress to improve agent performance and integrate business applications

Highlights

- Various Recording Methods
 - Total recording
 - Selective recording based on CTI
 - Recording on demand (ROD)
- Optional Selective Call Deletion
 - Automatic deletion by retention
 - Scheduled deletion for marked calls
 - Litigation hold
 - Keep call data even if audio is deleted
- Flexible Call Search
 - Locate calls using any combination of:
 - Call duration - Marked calls -
 - Date and time - User name -
 - CLI/dialed number - Notes fields -
 - Channel - Call direction - others
- Highest Security Levels
 - AES Rijndael 256-bit encryption
 - MD5 fingerprinting
 - Strict user access profiles
 - Strong passwords policies
 - Maker/Checker profiles
 - OS hardening policy
- Standard Storage and Archiving
 - Local storage to standard HDD
 - Choice of 10 compression algorithms
 - Archive to SAN/NAS, RDX, DVD RAM
 - Central storage to SAN/NAS, EMC Centera, NetApp Snaplock
 - Flexible scheduled archiving capabilities
- Easy Playback
 - Replay over LAN via web browser
 - Skip silence (adjustable thresholds)
 - Last call replay
 - Multiple (up to four) channel playback
 - Variable speed replay
 - Loop playback replay of call sections
 - Add remarks to call playback

Features

- Scalable
 - Mix up to 200 channels for analog, digital, trunk, and/or VoIP recording
 - Centralized administration and replay of clustered recording systems
 - Optional upgrade to NICE Recording after reaching 200-channel limit
- Easy Deployment
 - Install on commercial server hardware
 - Software installation wizard
 - Supports Windows Server 2003 R2 and Windows Server 2008 R2
 - Web-based GUI—only a browser required
 - Remote installation possibilities
- Extensive User Administration
 - Web-based user administration
 - Extensive rights for different users/groups
 - Templates for easy set up and rights application
- Development options
 - MS-Windows API and SDK available for third-party software development
- Quality Management
 - Optional NICE Quality eXpress module for integrated quality management

Benefits

- Delivers low-cost call recording with the power of high-end systems
- Deploys quickly and easily
- Reduces costs with standard hardware
- Enables local system maintenance or can be maintained at a remote data center
- Supports VoIP, TDM and hybrid networks in a single box
- Ensures regulatory and PCI compliance
- Integrates easily with NICE Quality eXpress
- Eliminates installation of client software

NICE Recording eXpress supports the following PBX platforms and extensions:

■ Telecommunication lines

All types, including E1, T1, ISDN, PCM, CAS

Analog extensions

All PBX types

■ Digital and VoIP extensions

Alcatel-Lucent, Ascom, Aspect, Avaya, Bosch, Ericsson, Fujitsu, Goldstar, Intertel, LG, Mitel, NEC, Nitsuko, Nortel, Panasonic, Realitis, Rockwell, Selta, Siemens, Tadicom, Toshiba

■ Active VoIP

Avaya, Cisco, Mitel, Siemens, Alcatel-Lucent

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