

NICE Trading Recording

Ready for Global Regulatory
Compliance Requirements



ADVANCED RECORDING FOR GLOBAL COMPLIANCE ASSURANCE

NICE Trading Recording combines trading-floor and back-office recording to create the most comprehensive recording platform for compliance assurance. With innovative software and industry-standard hardware, NICE Trading Recording empowers trading floors to actively record and monitor interactions, and adhere to worldwide regulatory requirements. Its fast access to recorded calls enables traders to rapidly resolve disputes and clarify transactions. And its flexible, scalable architecture allows IT managers to easily deploy the platform and grow it as recording needs change.

Product Highlights

- **Scalable** – One platform meets the recording needs of trading floors, back offices, branches and contact centers
- **Secure** – Standard security features include encryption, fingerprinting, strong password maker/checker and more
- **Reliable** – Resilience options deliver complete data redundancy, including disaster recovery or data repository
- **Flexible** – Enables calls to be archived to any media, including NAS/SAN, RDX, EMC Centera and others
- **Low cost** – Take advantage of existing production processes by using commercial available hardware

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
 - Keel 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
 - AES Rijndael 256-bit encryption
 - MD5 fingerprinting
 - Strict user access profiles
 - Strong password 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
 - Scheduled archiving capabilities
- Easy Playback
 - Replay over LAN via web browser
 - Replay to handset
 - Silent monitoring on Waveform Preview
 - Last call replay
 - Up to four channel playback
 - Variable speed replay

Features

- Scalable
 - Mix analog, digital, trunk, and/or VoIP recording, all in one system
 - Server/satellite architecture brings together one to thousands of channels on the same platform
 - Centralized administration and replay of clustered recording systems
 - Combine trading floor and back-office recording needs
 - Add optional mobile phone call recording
- Easy Deployment
 - Install on commercial server hardware
 - Software installation wizard
 - Support for 32-bit and 64-bit Windows OS
 - 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
- Comprehensive Resilience Options
 - Complete secondary system stand-by
 - N+1 satellite redundancy
 - CTI server redundancy
 - CTI satellite redundancy
 - Active/standby core server resilience
 - Disaster recovery or data repository
- Development Options
 - MS-Windows API and SDK available for third-party software development
- Replay Authorization
 - Optional automated trader replay authorization module

Benefits

- Complies with regulatory requirements worldwide
- Saves time on dispute resolution
- Reduces costs with standard hardware
- Meets recording needs for both the trading floor and back office
- Improves processes and operational efficiency
- Reduces deployment time with easy installation processes
- Eliminates installation of client software with browser-based applications
- Offers a complete solution for compliance assurance

NICE Trading Recording supports the following PBX and Trading platforms, extensions and turrets:

■ Telecommunication lines

all types, incl. 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-Philips, Nitsuko, Nortel, Panasonic, Realitis, Rockwell, Selta, Siemens, Tadicom, Toshiba

■ Active VoIP

Avaya, Cisco, Mitel, Siemens, Alcatel-Lucent

■ Trading Platforms

BT, IPC, OBS, Speakerbus, Wesley Clover Solutions

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