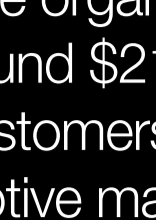
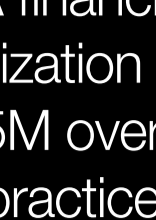


THE ESSENTIALS OF 100% RECORDING

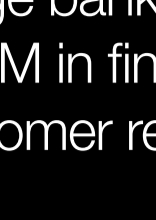
“Regulators have identified the following violations of law: (1) Failing to maintain and provide records and information relevant to the Regulator examination...”



A large organization to refund \$210M to customers for deceptive marketing



A financial organization to pay \$135M over card practices



A large bank to pay \$180M in fines and customer refunds

Infractions occur during customer interactions in the contact center

When recording for regulatory compliance, organizations must make sure no calls are lost – ever! How can you accomplish that?

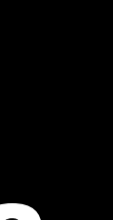
Here are the essentials:

1

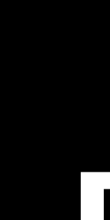
Recording Component Resiliency



Selective Recording



Total Recording



100% Recording!

Pool of Recorders



Recorder Pool
In case of an active server failure, its recording channels are divided within the pool

N+1 Recording



N Recording Servers
In the event of an active server failure, the spare activates and assumes its place

Dual Recording

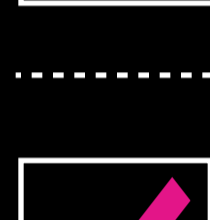


Recording Pair
Every call is recorded twice and archived once, ensuring 100% recording even during recorder failure!

2

Application Layer Component Resiliency

Every application layer component should have local resiliency ensuring no single points of failure



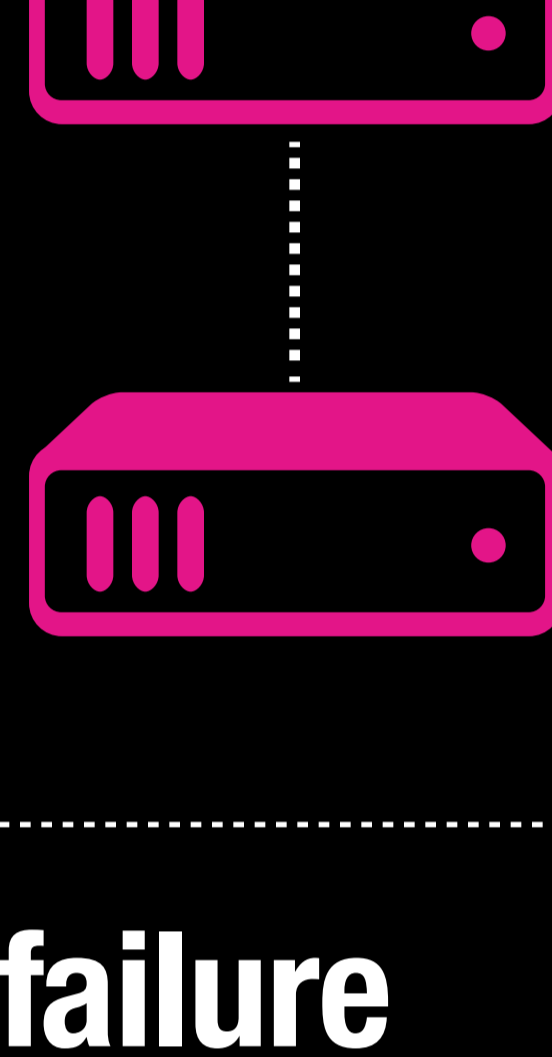
CTI Resiliency



Application Resiliency



Database Resiliency

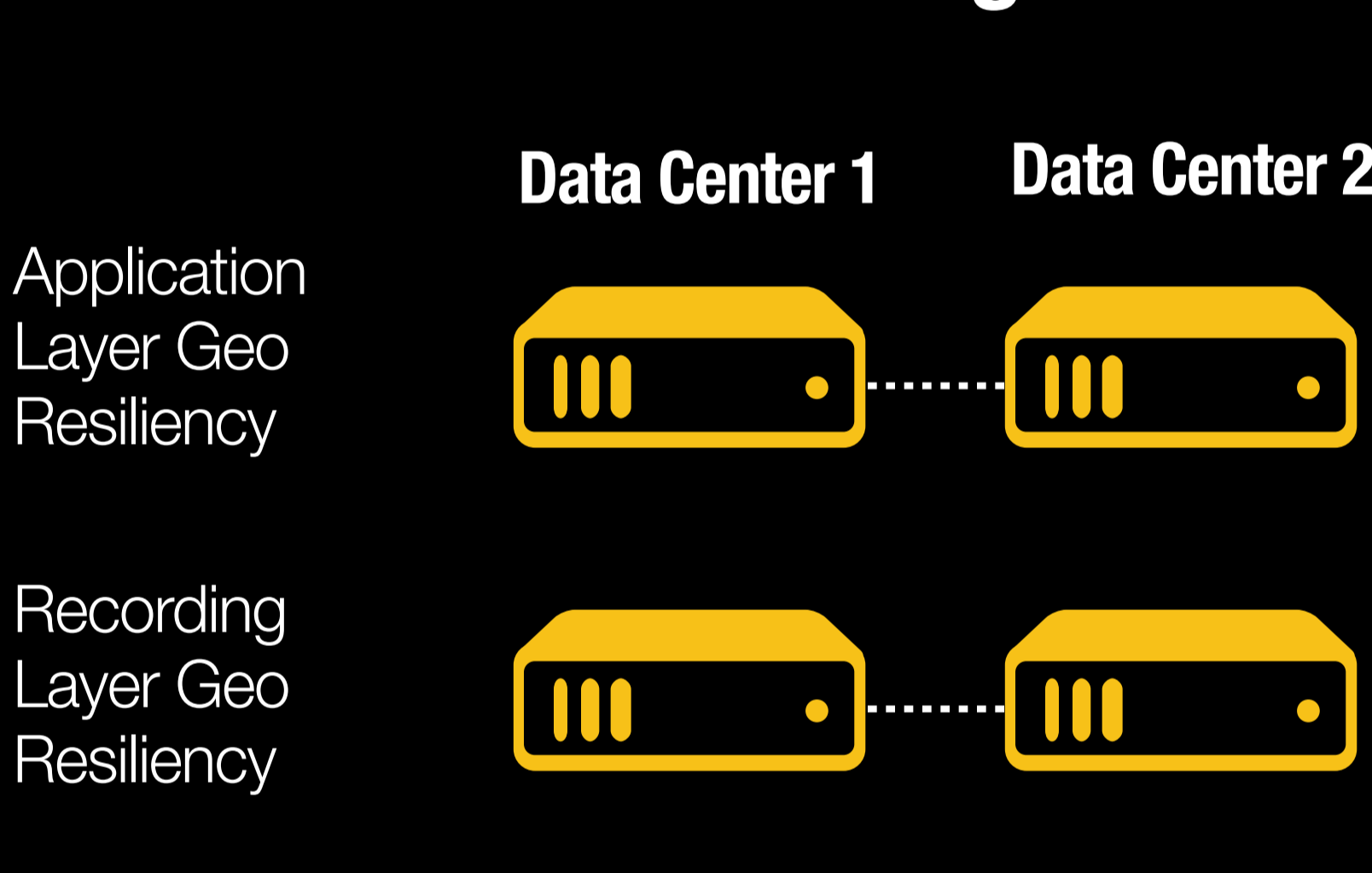


No single points of failure

3

Disaster Recovery Support

Supporting data center consolidation while maintaining 100% recording



In order to swiftly recover from disasters, **quick and full data center failover**

is a MUST

4

Real-time Monitoring

Monitoring system performance and responding in real time for maintaining 100% recording.

Holistic Monitoring



SYSTEM STATUS DASHBOARD



REPORTS



PREDICTIVE ALARMS



SUGGEST PREVENTIVE ACTIONS

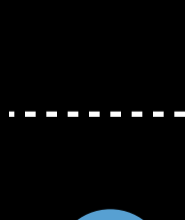


SERVER ALARM OVERVIEW

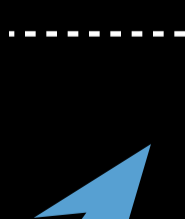
Why NICE

for 100% recording?

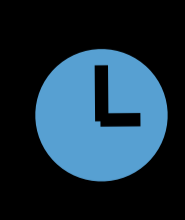
NICE Engage Platform



Pool, N+1 and Dual Recording as a Standard



Local and Geo Resiliency for all components



1-Click Data Center Failover



Holistic Real-time Monitoring

Don't lose a single call!

NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com

