

NICE Recording eXpress

Advanced Capabilities, Rapid Installation, Affordable Price



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.

CAPTURE, MANAGE, PROCESS

NICE Recording eXpress captures, manages and processes calls, in stand-alone offices and across branch locations, all with one solution. With its intuitive configuration and administration, the system is easy to configure, and easy to use.




Capture

- All-In-One Solution
- Capture Any PBX
- Tools to Enable PCI Compliancy



Manage

- Secure Storage of Recordings
- Built in Archiving Manager
- Rapid Install and Configuration



Process

- Flexible Call Search
- Increase performance with NICE Quality Express
- Integration with Business Apps

EASY CALL RECORDING

NICE Recording eXpress low-cost call recording offers many value-added enterprise-grade capabilities, including:

- Intuitive configuration and administration
- Localized or centralized storage, which can incorporate several sites
- Simple, rapid deployment requiring less than half a day to install at a standard site, reducing IT personnel-related costs
- VoIP, TDM and screen recording on a single commercial off-the-shelf server to optimize investment in existing technology
- State of the art, web-based application whose small footprint reduces facility costs

COMPREHENSIVE, COST-EFFECTIVE

NICE Recording eXpress supports nearly every type of PBX, including D-channel and CTI integrations. Its wide-ranging search criteria enable easy call retrieval and replay for quality management or dispute resolution, and its secure storage possibilities, including archival to local or remote media, ease access in case of investigation or litigation. The system deploys quickly and easily, can be maintained either locally or at a remote data center, and supports up to 200 recording channels on existing voice over IP (VoIP), time division multiplexing (TDM) and hybrid networks in a single box.

The screenshot displays the NICE Recording eXpress software interface. At the top, there are navigation tabs: 'my account', 'system installation', 'system configuration', 'system status', 'recorded calls', and 'quit'. Below these are sub-tabs: 'calls search', 'column selection', 'calls listing', and 'call statistics'. The main area shows a 'Search results' table with columns: Call ID, User handle, Channel, Start date, Duration, CLI Data, Direction, Mark..., Stat..., Remarks, and Recorder IP. The table lists several calls, with the last one (Call ID 550) selected. Below the table is an 'Audio player' showing a waveform for the selected call (09-08-2010 10:11:38.935) and a text input field with 'This is where'. To the right is a 'Call details' panel for Call ID 550, showing properties like Start date (2010-08-09 10:11:33), End date (2010-08-09 10:12:24), Duration (00:00:51), Direction (Incoming), Channel (2), User handle (Anthony), Status (Available), Mark (Normal calls), and CLI Data (Dave 271 gespr). At the bottom, there is an 'Audit trail' section and 'Cancel' and 'Save changes' buttons. A status bar at the very bottom indicates '12:44:45 Column selection applied and saved to stored view 'MyView''.

NICE Recording eXpress: Navigation, Call Listing, Audio Player, Comments, Call Details, Audit Trail

ABOUT NICE

NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time.

Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security.

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.

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