

PRODUCT DATASHEET

OVERVIEW

The same technology that powers NiceLog®, the top-selling voice recorder in the industry, is available in an entry-level version. NiceCall® Focus is a full-featured compact recording system and a member of the NICE Customer Experience Management (CEM) suite of solutions.

With state-of-the-art architecture, NiceCall Focus provides an affordable, easy-to-use and easy-to-maintain solution with a wide range of benefits that meet the needs of organizations seeking a powerful and cost-effective recording system.

Focus on important calls. Focus on improving your business. We'll take care of the rest.



BENEFITS

- Fast and Easy Access and Retrieval of Calls – NiceCall Focus comes with 4000 hours of on-line recording capacity, allowing for months of recording readily available for playback without the need for retrieval from offline storage.
- Robust and Reliable – With hundreds of thousands of digital recording channels installed worldwide and over 60% of the Fortune 100 using our solutions, NICE is the proven, reliable choice.
- Centralized Storage for Multiple Site Deployment – NiceCall Focus has centralized storage capabilities, allowing for centralized archival of recordings across multiple locations.
- Flexible and User-Friendly Playback – Conveniently play back calls over phone, LAN, or speaker, using a simple and straightforward user interface.
- Low Cost of Ownership – This complete one-box solution is designed to make the most out of your investment by providing a full-featured system with low maintenance requirements.

FEATURES

RECORDING APPLICATIONS

- Total Recording – Record all calls, all the time for operations that require full-time recording for compliance and risk-management purposes.
- Record-on-Demand – Initiate recording while a call is in progress.
- Real-Time Monitoring – View current channel activity and monitor calls in real-time.

AUDIO COMPRESSION AND STORAGE

- NiceCall Focus uses advanced audio compression technology to maximize storage capacity and minimize network utilization when playing back or archiving calls over the LAN.
- Integration with NICE Storage Center enables centralized archiving of recordings for remote branch offices. Also available, optional offline archiving to DVD-RAM, DDS3 or DDS4, as well as optional dual archiving devices and mirroring.

SYSTEM SECURITY

- NiceCall Focus enables organizations to define different levels of access for each individual user.
- Privileges can be assigned down to the smallest function, preventing unauthorized access to sensitive information.

ARCHITECTURE

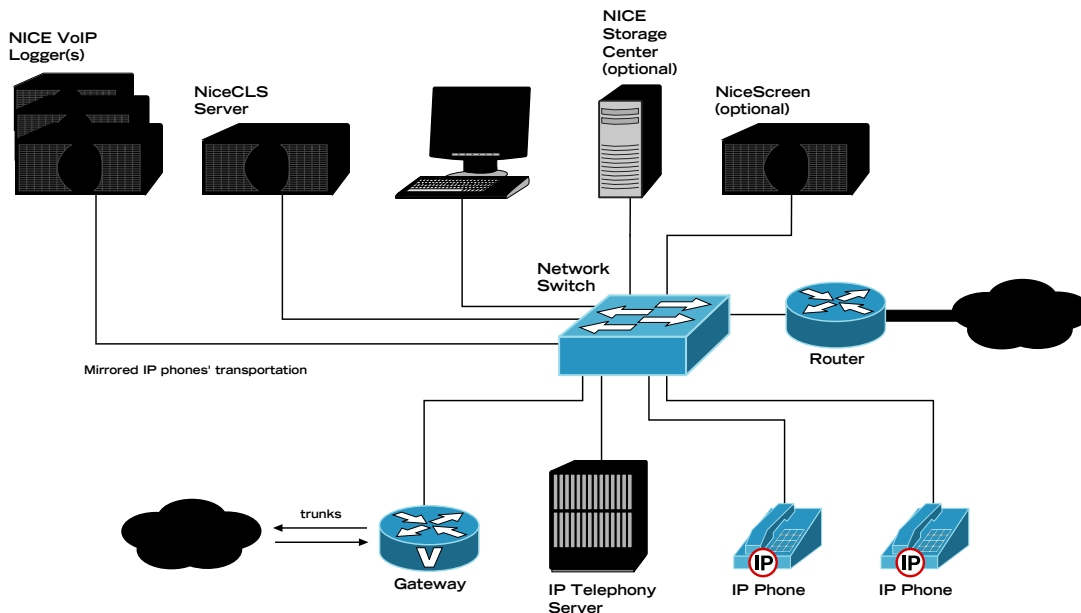
The NICE CEM solution consists of NiceLog Loggers for voice recording, a NiceCLS Server for maintaining the calls database and controlling the system, and the NICE applications suite, which can be run from any workstation. The application suite enables users to query and playback recorded calls, evaluate a sample of the calls for quality management, monitor calls in real-time, request recording on demand of current calls, set recording rules for selective recording and more.

Adding NiceScreen loggers enables recording and real-time monitoring of the screens of the agents' workstations. The NICE Web server provides browser-based access to the NICE applications suite. Local archiving to off-line media is supported by the NiceLog Logger. A NICE Storage Center server offers central archiving by integrating with file servers and enterprise storage solutions.

NICE VoIP Loggers offer a recording solution for IP phones recording, and can be used in collaboration with other Loggers recording the non-VoIP stations. VoIP Loggers don't require extensive wiring, which eases the installation process and makes the recording less susceptible to wire disconnection.

The NICE VoIP Loggers connect to ports in the network switches that are configured to mirror the IP phones' transportation. The Loggers filter and record the audio packets sent to and received from the IP addresses of the VoIP phones they were instructed to record. Using packet sniffing for recording VoIP sessions is protected by US Patent 6122665 assigned to NICE.

NICE has integration with virtually every telephony environment. The NiceCLS Server supports a variety of CTI interfaces for receiving the call events, as well as low-end solutions deriving the call information from the signaling protocol used between the IP phones and the IP telephony management servers.



Technical diagram

customer experience management

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