

PRODUCT DATASHEET

OVERVIEW

As organizations move from traditional to IP telephony environments, NICE, the leader in recording technologies, has enhanced its proven and reliable NiceLog[®] platform to integrate it with the latest developments in IP telephony. In cooperation with Cisco, NICE has fully integrated its patented IP recording technology with Cisco AVVID environments based on Cisco Call Manager (CCM), as well as Cisco IP Contact Center (IPCC) with Intelligent Contact Manager (ICM) environments.

NICE VoIP provides a full range of recording applications for Cisco AVVID users, including Total Recording, Selective Recording, Record-on-Demand and Quality Management Recording. The system seamlessly integrates with blended (traditional and VoIP) environments and is fully integrated with NICE's Customer Experience Management (CEM) Platform.

Organizations can record with NICE VoIP across new communication channels, while capturing and analyzing interactions for compliance or quality management. With NICE VoIP, every interaction becomes an opportunity to enhance their customer's experience in ways that reduce liability and increases customer satisfaction.

BENEFITS

- Comprehensive Solutions – Provides Quality Management and Compliance Recording in a Cisco AVVID environment.
- Customer Experience Management – Enables the capture, evaluation, analysis and improvement of interactions.
- Smooth migration path to VoIP – Facilitates recording of both traditional and VoIP interactions. NICE VoIP protects your investment, and ensures the smooth and efficient integration of emerging IP technology and traditional telephony environments.
- Reliable – NICE VoIP is based on the same robust technology as NiceLog, used by mission critical environments worldwide.
- Scalable – Ability to expand NICE VoIP recording capabilities as needs grow.
- Integrated – Leverages synergies of Cisco's VoIP capabilities and NICE's CEM platform to deliver top results in compliance recording and quality management - seamlessly and easily.

FEATURES

- Integration with CCM and IPCC environments using a CTI link connection or Cisco Skinny signaling decoding.
- Unlimited number of recording channels per system.
- Support for Total Recording, Selective Recording, Quality Management Recording and Recording-on-Demand.
- Supports Cisco Call Manager redundancy for Business Continuity Planning purposes.
- State-of-the-art system administration. NICE VoIP's comprehensive and strict security features enable security settings down to the individual level.
- Integration with NICE Storage Center[™] for centralized archiving.
- Compression of G.711 calls to G.729A for reduction of storage costs.
- NiceUniverse applications may be added for Quality Management. Random call recording can be scheduled to evaluate and improve agent performance.
- Supports IP phone services for Recording-on-Demand and for recent calls playback.

ARCHITECTURE

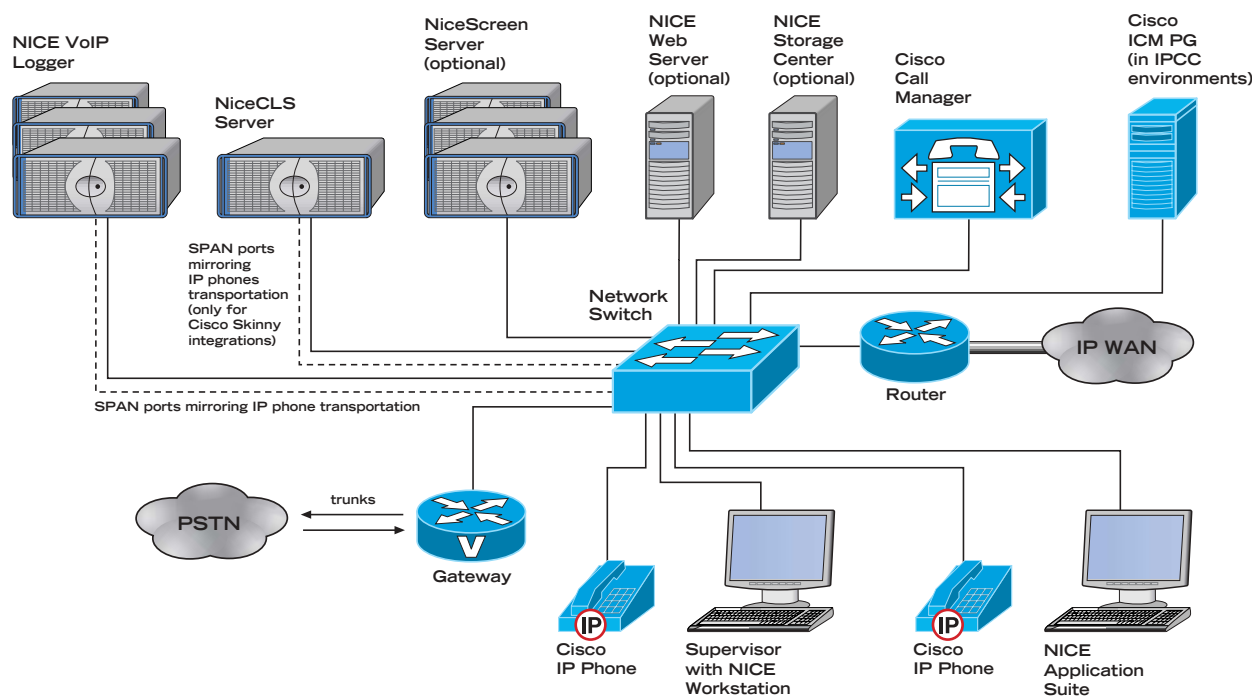
The NICE CEM solution consists of NICE Loggers for voice recording, a NiceCLS Server for management and control, and the NICE applications suite, which can be run from any workstation. The application suite enables to query and playback recorded calls, evaluate a sample of the calls for quality management,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

Adding NiceScreen servers 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 NICE Logger. A NICE Storage Center server offers central archiving by integrating with file servers and enterprise storage solutions.

The Cisco IP telephony solution consists of Cisco Call Manager (CCM), Cisco VoIP Gateways, Cisco IP Phones and a Cisco CTI Manager (running on the same platform as the CCM). A cluster of CCMs is optional, offering a redundant architecture for improving the system's reliability.

The Cisco IP Contact Center (IPCC) architecture also includes Cisco's Intelligent Contact Management (ICM), connected to the CCMs via Peripheral Gateways (PGs).

The NICE Loggers connect to SPAN ports in the network switches, mirroring the IP phones packets for recording (protected by US patent 6122665 assigned to NICE). The NiceCLS is connected to the Cisco CTI manager or to the Cisco Peripheral Gateway (PG) to receive call events, and this way manages the calls database and controls what the NICE Logger records. Alternatively, call events can be gained by the NiceCLS decoding the Cisco Skinny signaling protocol, connected to SPAN port mirroring the Call Manager transportation.



Technical diagram

customer experience management

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