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Documents

6-K	zk1415074.htm
	6-K
EX-99.1	exhibit_99-1.htm
	Exhibit 99.1
EX-99.2	exhibit_99-2.htm
	Exhibit 99.2
EX-99.3	exhibit_99-3.htm
	Exhibit 99.3
EX-99.4	exhibit_99-4.htm
	Exhibit 99.4
EX-99.5	exhibit_99-5.htm
	Exhibit 99.5
EX-99.6	exhibit_99-6.htm
	Exhibit 99.6

Module and Segment References

SECURITIES AND EXCHANGE COMMISSION

WASHINGTON, D.C. 20549

FORM 6-K

REPORT OF FOREIGN PRIVATE ISSUER
PURSUANT TO RULE 13A-16 OR 15D-16 OF
THE SECURITIES EXCHANGE ACT OF 1934

For the month of May 2014 (Report No.5)

Commission File Number: 0-27466

NICE-SYSTEMS LTD.

(Translation of Registrant's Name into English)

22 Zarchin Street, P.O. Box 690, Ra'anana, Israel

(Address of Principal Executive Offices)

Indicate by check mark whether the registrant files or will file annual reports under cover of Form 20-F or Form 40-F.

Form 20-F Form 40-F

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(1): ____

Indicate by check mark if the registrant is submitting the Form 6-K in paper as permitted by Regulation S-T Rule 101(b)(7): ____

CONTENTS

This Report on Form 6-K of NICE consists of the following documents, which are attached hereto and incorporated by reference herein:

- 99.1 Press Release: Forget Your Mother's Maiden Name – NICE Brings Real-Time Voice Authentication to the Call Center, Dated May 1, 2014
 - 99.2 Press Release: NICE Welcomes 2,000 Attendees to Interactions 2014, the Industry's Largest Customer Conference, Dated May 2, 2014
 - 99.3 Press Release: NICE Awarded a 2014 CRM Excellence Award Presented by CUSTOMER Magazine, Dated May 12, 2014
 - 99.4 Press Release: NICE Customers Awarded for Excellence – Boosting Customer Service Levels while Saving Millions of Dollars, Dated May 15, 2014
 - 99.5 Press Release: Millennials Still "Like" the Human Touch – NICE Survey Says, Dated May 28, 2014
 - 99.6 Press Release: Be Ready for Every Journey. NICE Invites its EMEA Customers to Interactions 2014 London, Dated May 29, 2014
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SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this Report to be signed on its behalf by the undersigned, thereunto duly authorized.

NICE-SYSTEMS LTD.

By: /s/ Yechiam Cohen

Name: Yechiam Cohen

Title: General Counsel

Dated: June 5, 2014

EXHIBIT INDEX

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Forget Your Mother's Maiden Name – NICE Brings Real-Time Voice Authentication to the Call Center

Already in use at global financial institutions, NICE's technology allows organizations to easily and securely authenticate callers to reduce handle time, improve customer experience and reduce fraud

RA'ANANA, ISRAEL, May 1, 2014 – NICE Systems (NASDAQ: NICE) today announced that people contacting a call center no longer have to go through a lengthy interrogation to be authenticated. Instead, the newly announced NICE Real-Time Authentication solution can validate customers as they conduct a conversation with an agent, using their voice as a unique identifier, all without PINs, passwords, or key phrases to remember.

NICE Real-Time Authentication is already being used by several large financial institutions across the globe, handling millions of calls with high availability and large-scale capacity. The solution authenticates legitimate customers as well as identifies known fraudsters.

In an industry first, NICE's patent-pending Seamless™ Passive Enrollment process leverages a customer's previous call recordings to create a voice print to automatically confirm the caller's identity.

"Most voice-based projects have failed because they put a burden on the customer to set up their voice-enabled profiles in advance – an additional time-consuming task," said Yochai Rozenblat, President of the NICE Enterprise Group. "With NICE's Seamless Passive Enrollment, if a customer has called before, they can be automatically authenticated using their voice the very next time they call."

"Customers today are tired of having to jump through hoops when contacting their service providers," said Dan Miller, Senior Analyst at Opus Research. "Multi-layered, knowledge-based authentication processes have become increasingly complex, leading to many legitimate customers failing authentication on their own accounts."

Within days of one deployment, the NICE solution was able to authenticate thousands of customers with its passive enrollment technology. It had a greater than 90 percent verification rate and garnered high satisfaction among service agents.

Reducing "Time to Authenticate" by 75 Percent

According to analyst firm Contact Babel, most call centers currently take up to 60 seconds to verify the identity of a customer. The NICE solution automatically authenticates the caller in less than 15 seconds.

"A 45-second reduction in call handle time can mean millions of dollars in annual savings for a large call center," said Rozenblat.

The authentication process is further strengthened by combining voice biometrics with a customer's interaction history. For instance, when a customer is not yet enrolled in the database, agents are guided to ask questions based on the customer's account activity and not the standard questions such as the name of their favorite pet.

Fighting Fraud

The solution also complements NICE's Contact Center Fraud Prevention offering and combines with NICE Actimize's Remote Banking fraud solutions which have been protecting many of the world's premier banks for years. Together, these solutions provide cross-channel fraud protection across all remote banking channels, including phone, web and mobile – to reduce fraud losses and protect legitimate customers without creating service hurdles.

Solution Capabilities

The solution can work in any industry where speed and efficiency are crucial to the customer experience. NICE Real-Time Authentication can be used with various call center recording systems. The solution includes:

- **Voice biometrics** – The solution uses voice print matching to enroll callers and later match them with their own stored voice print for reliable speaker verification in real time.
- **NICE Seamless™ Passive Enrollment** – Patent-pending process for leveraging previous customer interaction recordings, whereby callers are automatically enrolled into a voice print database.
- **Real-time agent guidance** – Agents are notified of high-risk interactions in which the customer's claimed identity does not match the voice print database and then receive desktop guidance on what action should be taken.
- **Enterprise-ready scalability** – The solution includes **scalable streaming** on all contact center interactions in real time, which enables organizations to support millions of interactions at minimal cost.
- **Dynamic Security Questions (DSQ) Interface** – A second layer of authentication is used on top of the voice biometrics analysis layer to manage non-enrolled callers and authentication anomalies.
- **Authentication Center** – A single application is used to manage the call authentication policy as well as report on and continuously analyze system performance.

For more information on NICE Real-Time Authentication and how it can reduce customer authentication and call handle time, visit <http://www.nice.com/real-time-authentication>

NICE executives will demonstrate the Real-Time Authentication solution at Interactions 2014, May 19-22, in Las Vegas. For more information on the conference, please visit <http://www.nice.com/interactions/>

About NICE Systems

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

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Forward-Looking Statements

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NICE Welcomes 2,000 Attendees to Interactions 2014, the Industry's Largest Customer Conference

Speaker lineup to include Steve Wozniak, Tony Hsieh, The Home Depot, T-Mobile, Starwood Hotels, Nationwide, and more than 60 NICE customers

Participants will share knowledge and best practices on how to provide an exceptional customer experience

Paramus, New Jersey, May 2, 2014 – More than 2,000 customer service professionals are expected to attend Interactions 2014 for a 4-day conference to discuss how they can create an exceptional and consolidated customer journey, NICE Systems (NASDAQ: NICE) announced today.

The event is NICE's largest ever, including a record number of sessions and customer speakers. The keynote lineup includes Apple co-founder Steve Wozniak and Zappos CEO Tony Hsieh, as well as presenters from **The Home Depot, T-Mobile, Starwood Hotels**, and **Nationwide**. More than 60 customers will also lead sessions where they will share insights and best practices on how to optimize NICE's solutions to drive business transformation.

This year, the breakout tracks, comprised of around 120 information-packed sessions, aim to help attendees understand, manage, and shape the customer journey. Each track is focused on the set of capabilities and technological innovation required to meet the organizations' business initiatives:

- Delivering outstanding customer experience
- Improving operational efficiency
- Engaging employees
- Mitigating risk in areas of fraud and compliance

The customer-led sessions include titles like:

- A Real-Time Approach to Customer Retention and the Customer Experience (presented by **Cablevisión Argentina**)
- Business-Driven Monitoring to Optimize Hold Time (presented by **PayPal**)
- Driving Performance with Call Analytics
- Fight Fraud Without Frustrating Customers

The event brings together NICE customers, partners and other industry leaders from a wide range of verticals, including financial services, insurance, telco, healthcare, technology, and travel.

Tom Dziarsk, President of NICE Americas

"The customer experience is defined by the journey that takes place across multiple interactions and touch points. At Interactions 2014, attendees will learn how to prepare for every customer journey and deliver a personalized, proactive experience that exceeds expectations. The event offers a range of tracks to help attendees focus on the capabilities needed to meet the organization's business initiatives and drive revenues by leveraging their customers' journey experience."

At Interactions 2014, participants can build their own tailored agendas, including selecting from a handful of executive forums, education sessions, and the one-day preconference. They can view solution demos at the Showcase, join "The Journey Comes to Life" guided tours, and enjoy a variety of networking opportunities.

The event will take place May 19-22 at The Cosmopolitan in Las Vegas. The detailed agenda is available at: www.nice.com/interactions

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**NICE Awarded a 2014 CRM Excellence Award Presented by
CUSTOMER Magazine**

NICE is recognized for helping a leading U.S. retailer boost sales effectiveness, customer satisfaction, and operational efficiency

RA'ANANA, ISRAEL, May 12, 2014 – NICE Systems (NASDAQ: NICE) announced today that it is the recipient of a 2014 CRM Excellence Award, presented by TMC *CUSTOMER* magazine. The award recognizes NICE Interaction Analytics for boosting sales effectiveness, customer satisfaction, and operational efficiency.

Winners were chosen on the basis of their product's ability to help businesses expand their relationship with their customers. The hard data shows that NICE Interactions Analytics is being successfully used by a leading U.S. retailer to gain valuable insights into customer interactions, share them with relevant stakeholders, and take action to achieve defined business objectives.

The company chose NICE to help it convert its contact centers from "service recovery centers" to "revenue generation centers." Since deploying the NICE solutions in 2012, it has enhanced customer experience, while seeing significant financial benefits, enhanced agent performance and improved processes and policies. Some specific achievements include: additional realized revenue, improved Net Promoter scores, and reduced average call handle time.

Yochai Rozenblat, President, NICE Enterprise Group

"This award reinforces our commitment to helping companies get closer to their customers in order to achieve their business objectives. NICE Interaction Analytics is a key element in understanding customer needs and preferences and identifying areas of improvement within contact center operations. Organizations can act on these insights to improve processes, engage employees, and deliver an exceptional customer experience."

Rich Tehrani, TMC's CEO and Group Editor-in-Chief

"The 15th Annual CRM Excellence Awards has recognized NICE for being a true CRM partner to its customers and clients. NICE has demonstrated to the editors of *CUSTOMER* magazine that its Interaction Analytics solution improves its clients' business by streamlining and facilitating the flow of information between companies and their customers."

The 2014 CRM Excellence Award winners can be found in the May issue of CUSTOMER magazine.

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NICE Customers Awarded for Excellence – Boosting Customer Service Levels while Saving Millions of Dollars

Industry leading companies will be recognized at Interactions 2014, as part of the prestigious NICE Customer Excellence Awards program, for innovation in delivering customer service

Paramus, New Jersey, May 15, 2014 – NICE Systems (NASDAQ: NICE) today announced the winners of the 2014 NICE Customer Excellence Awards, recognizing customers who demonstrated outstanding innovation and business performance using NICE Customer Interaction Management solutions. The winners were selected for their excellence in the following categories: business impact, implementation, customer experience, cloud solution deployment, and portfolio innovation.

Among some of the outstanding achievements:

- Morgan Stanley increased operational efficiency while boosting service levels by over 20 percent with NICE Interaction Management.
- eBay Enterprise created an Intelligent Commerce Care model that led to a 17 percent reduction in average handle time using NICE Interaction Analytics, Recording, and Quality Management.

The awards will be presented at Interactions 2014, NICE's annual global customer conference. Over 2,000 customers, partners and industry leaders are expected at the event, which includes more than 150 informative sessions focused on helping attendees achieve their business initiatives along the steps of the customer journey. The Customer Excellence Award winners are among more than 75 companies presenting insights and best practices in those sessions.

Tom Dziersk, President of NICE Americas

“We are very proud to celebrate the outstanding achievements of this year’s Customer Excellence Award winners who are leveraging NICE’s solutions to optimize every customer journey. These impressive organizations, representing a wide range of industries including telecommunications, insurance, financial services and retail, have realized significant improvements in their businesses, and we are excited to share their stories at Interactions 2014.”

Winners of the 2014 NICE Customer Excellence Awards

Business Impact Excellence

- Morgan Stanley
- AES Eletropaulo
- Catalyst360°
- Sun Life Financial Services

Cloud Excellence

- Farmers Insurance
- TELUS

Implementation Excellence

- The University of Phoenix
- RDI Marketing
- The Westfield Group

Portfolio Innovation Excellence

- Western Union
- CSAA Insurance Group
- Farmers Insurance
- Itaú-Unibanco

Customer Experience

- eBay Enterprise
- Affinion Group
- Alliance Data

Interactions 2014 will take place May 19-22 at the Cosmopolitan in Las Vegas. For more information: www.nice.com/interactions

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Millennials Still “Like” the Human Touch – NICE Survey Says

While social media for customer service is growing, customers still prefer there be a person at the other end

RA’ANANA, ISRAEL, May 28, 2014 – The use of social media and mobile apps for customer service has doubled since 2011, but according to **NICE Systems’ (NASDAQ: NICE)** Global Customer Experience Survey, 88 percent of customers still elect to pick up the phone and call.

“On average, customers use about six different channels to contact companies for various customer service questions, issues, or complaints – ranging from social media to email to trying to solve the problem by themselves on the company website,” said Yochai Rozenblat, President of the NICE Enterprise Group. “The usage of multiple channels continues to grow, especially in the areas of social media, online and direct chat platforms, and apps. Yet, the majority of customers still prefer to speak with a live service representative over the phone to get their issue resolved quickly.”

NICE surveyed 1,206 consumers between the ages of 18 and 65 to assess their satisfaction with customer service channels, to understand how and why customers move from one channel to the next, and to discover their behavior and frequency of use on particular channels and how they influence brand loyalty.

Phone is king – 88 percent choose to speak with a live rep over the phone. Connecting with a customer service representative over the phone is in fact the most used channel, with website self-service following closely behind (83 percent). In addition, no matter what channel they are using, customers like having the option of turning to a live phone representative as their next choice.

Social media, live chat, and smartphone app use has doubled since 2011. Seventy-three percent of customers have used multiple contact methods over the past six months to reach a customer service provider. While more customers are turning to emerging channels, they still prefer “live” interactions. Sixty-four percent of the people using a smartphone app want it to facilitate connection to a live rep. Despite the increase in channel use, social media has a 29 percent success rate in resolving customer service issues as compared to 69 percent over the phone, and only 1 percent of respondents found social media to be the most satisfying channel, signifying that these modes of customer service still need improvement.

For customer service interactions, millennials give lower preference to social media channels. While millennials are more likely to use social media channels as compared to older age groups, respondents actually prefer to speak to a live rep via phone or use website self-service when it comes to customer service issues.

“As overall channel usage increases, it reinforces the need for a seamless and effortless customer experience across all channels,” said Rozenblat. “It’s possible that a year or two from now we’ll see consumers using many more channels, as new methods are developed. Now is the time to get closer to your customers, understand their preferences, personalize interactions, and take charge of the multi-channel customer service journey.”

The survey unveiled additional findings about channel usage and customer service preferences:

Make it personal and effortless – customers want companies to remember their past three to five interactions. Customers expect companies to deliver service continuation, no matter what channel was used. An effortless customer service experience has a high reward as well – 96 percent of consumers who expended little effort while resolving an issue with their service provider reported high loyalty.

To learn more about how the multi-channel experience is shaping consumer preferences and expectations, watch this video: <http://okt.to/DPTE66>

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Be Ready for Every Journey. NICE Invites its EMEA Customers to Interactions 2014 London

With over 50 percent customer-led sessions, attendees will take away best practices for improving efficiency, engaging employees, and delivering an exceptional customer experience

London, May 29, 2014 – NICE Systems (NASDAQ: NICE) invites its EMEA-based customers to participate in a one-day educational program that will address the key issues affecting contact center operations and performance today. Interactions 2014 London, taking place at the Mayfair Hotel on June 11, follows the success of NICE's Las Vegas event, which attracted around 2,000 attendees earlier this month.

Over 50 Percent Customer Presentations

The event includes over 50 percent customer-led sessions and four content-rich tracks. Guest speakers from PayPal and Talk Talk will join presenters from the finance, telecom, retail, travel, and tourism sectors to address employee engagement, handle-time optimization, compliance, and how to create an exceptional and consolidated customer journey.

The customer presentations include:

- Business-Driven Monitoring to Optimize Handle Time (presented by **PayPal**)
- VoC-driven Employee Engagement – Empowering the Front Line (presented by **Talk Talk**)

Additional Agenda Highlights

- o NICE subject matter experts will discuss the latest technology innovations, including gamification tools for improved agent performance and voice biometrics, which is helping organizations automatically authenticate callers within the first few seconds of a call.
- o There will be a dedicated track for financial institutions, which focuses on compliance and risk mitigation. This forum will address the challenges of financial crime, risk management and reconciliation, as well as how to tackle new regulatory initiatives.
- o The keynote address will be given by the former Director of Marketing for London 2012, David Magliano, who will talk about his work building public support for the bid and selling London's proposal to the International Olympic Committee. He devised and directed the crucial final presentation in Singapore, described as the fiercest competitive pitch of all time.

Benny Einhorn, President, NICE EMEA

"At Interactions 2014 London, we will give attendees the tools to help them better understand, manage, and shape the customer journey. By networking with peers, hearing from other customers, and discussing common challenges, participants will be armed with insights and knowledge that they can apply within their own organizations in order to get closer to their customers and provide a superior customer experience."

Interactions 2014 is free-to-attend for NICE customers. For more information and to register visit: <http://info.nice.com/InteractionsLondon2014.html>

About NICE Systems

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

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This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements, including the statements by Messer Einhorn, are based on the current expectations of the management of NICE-Systems Ltd. (the Company) only, and are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of the global economic environment on the Company's customer base (particularly financial services firms) and the resulting uncertainties; changes in technology and market requirements; decline in demand for the Company's products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; pressure on pricing resulting from competition; and inability to maintain certain marketing and distribution arrangements. For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company's reports filed from time to time with the Securities and Exchange Commission, including the Company's Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.
