

Compass

Compliance Assurance for
NICE Trading Recording

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

Are you sure?

Today's regulators and compliance officers demand ever more speed to access their data, alongside assurances of accuracy and completeness. To meet the demand, voice recording administrators must maintain a secure and consistent operational environment. With larger centralization and greater demands, firms can no longer rely on traditional manual models of managing voice recording systems. Firms must be sure that they know the up to the minute status of their recording compliance.

Compass is a new application for NICE Trading Recording (NTR) that can address these needs by providing the tools to confirm that you are 100% compliant. Compass provides:

- Real-time visibility of recording events and usage
- Reporting for measuring and proving compliance
- Open access to system data via an API



Benefits

- Quicker Response to Compliance Queries
- Efficiently ensure that users and endpoints are recorded
- Operational Efficiencies are transparent and quick
- Flexible Data Integrations
- Proactively monitor for operational variations
- Validate the recording environment
- Easement of Management Reporting
- More Accurate Capacity Forecasting

Compass - Features

Feature Rich Reporting is designed to meet the information requirements of today's most demanding communications managers. Features include user based recording detail, deletion reports, auditing, retention, litigation holds and recorder configuration reports. The Auto-Scheduling feature lets you deliver reports automatically, at pre-defined intervals, to the output or email distribution list of your choice. This minimizes user intervention and guarantees that vital compliance information is delivered accurately and on time. Compass uses Smart Index technology, designed specifically for processing data files. This makes report generation extremely fast, regardless of call volume or filter criteria.

Drilldown Reporting with the Compass Browser means that the data view can be filtered and searched in real-time allowing administrators to immediately view user recording profile details, user recording state, endpoint allocation and the location where last recorded. Data can be immediately exported for quick dissemination following an enquiry.

At a Glance Dashboard Widgets provide flight deck information of your recording systems. Alongside 'real-time' views and trend analysis, administrators can set high and low watermarks and receive automatic notification when the watermark level is reached. Pre-built widgets allow you to quickly and easily visualize the critical operations of your recording infrastructure such as the performance of the archive backlog, recording volume exceptions, retention types in use, resource management and recording check.

The Compass Data Exchange API provides a powerful facility for businesses to securely access the underlying data for integration into their own systems as well as build their own compliance and business intelligence reporting. The API enables tracking, charting, and reporting services with a variety of options for displaying and formatting intelligence to support decision making. Charts and indicators can be assembled and embedded in multiple ways to meet varying needs for documenting recording compliance.

