



## NICE Recording eXpress

Advanced Capabilities, Rapid Installation, Affordable Price

### **ADVANCED RECORDING PLATFORM FOR SMALL AND MEDIUM PUBLIC SAFETY ORGANISATIONS**

NICE Recording eXpress is designed specifically for the audio recording needs of the small and medium sized Public Safety organisation. This advanced recording solution offers a comprehensive, advanced, easy-to-install and affordable platform built for the Public Safety environment and Command and Control operations delivering optimal recording functionality and quality management.

## 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](http://www.nice.com).

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ACTIMIZE, Actimize logo, Alpha, Customer Feedback, eGlue Interact, FAST, FAST alpha Silver, Fortent, Fortent Logo, IEX, Insight from Interactions, Intent. Insight. Impact., Interaction Capture Unit, Know More, Risk Less, Last Message Replay, Mass Detection, Center, Mirra, My Universe, NICE, NICE Analyzer, NICE Inform, NICE Logo, NICE Perform, NICE Situato, NICE SmartCenter, NICE Storage Center, NICE Systems, NiceCall, NiceCall Focus, NiceLog, NiceTrack, NiceTrack IP Probe, NiceTrack Location Tracking, NiceTrack Mass Detection Center, NiceTrack Monitoring Center, NiceTrack Pattern Analyzer, NiceTrack Traffic Analysis, NiceVision, NiceVision Alto, NiceVision Analytics, NiceVision ControlCenter, NiceVision Digital, NiceVision Net, NiceVision NVSAT, NiceVision Pro, Open Situation Management, Playback Organizer, Scenario Replay, Searchspace, Syfact, Syfact Investigator, TotalView are trademarks and/or registered trademarks of NICE Systems Ltd. All other trademarks are the property of their respective owners.

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## Product Highlights

- **Intuitive** – Provides simple configuration and administration for capturing, storing, managing and replaying calls
- **Quick to Deploy** – Requires less than half a day to install at a standard site, reducing IT personnel-related costs
- **Flexible** – Delivers TDM and VoIP recording in a single commercial off-the-shelf package, optimising investment in existing technology
- **Extensible** – Add NICE Quality eXpress to improve agent performance and integrate business application



## Highlights

### Various Recording Methods

- Total recording
- Selective recording based on CTI
- Recording on demand (ROD)

### Optional Selective Call Deletion

- Automatic deletion by retention
- Scheduled deletion for marked calls
- Keep call data even if audio is deleted

### Flexible Call Search

- Locate calls using any combination of:  
Call duration - Marked calls - Date and time - User name - CLI/  
dialed number - Notes fields - Channel - Call direction - others

### Highest Security Levels

- AES Rijndael 256-bit encryption
- MD5 fingerprinting
- Strict user access profiles
- Strong passwords policies
- Maker/Checker profiles
- OS hardening policy

### Standard Storage and Archiving

- Local storage to standard HDD
- Choice of 10 compression algorithms
- Archive to SAN/NAS and RDX
- Central storage to SAN/NAS, EMC Centera, NetApp Snaplock
- Flexible scheduled archiving capabilities

### Easy Playback

- Replay over LAN via web browser
- Skip silence (adjustable thresholds)
- Last call replay
- Multiple (up to four) channel playback
- Variable speed replay
- Loop playback replay of call sections
- Add remarks to call playback

## Features

### Scalable

- Mix up to 200 channels for analog, digital, trunk, and/or VoIP recording
- Centralised administration and replay of clustered recording systems
- Optional upgrade to NICE Recording after reaching 200-channel limit

### Easy Deployment

- Install on commercial server hardware
- Software installation wizard
- Supports Windows Server 2003 R2 and Windows Server 2008 R2
- Web-based GUI—only a browser required
- Remote installation possibilities

### Extensive User Administration

- Web-based user administration
- Extensive rights for different users/groups
- Templates for easy set up and rights application

### Development options

- MS-Windows API and SDK available for third-party software development

### Quality Management

- Optional NICE Quality eXpress module for integrated quality management

## Benefits

- Delivers low-cost call recording with the power of high-end systems Deploys quickly and easily
- Reduces costs with standard hardware
- Enables local system maintenance or can be maintained at a remote data center
- Supports VoIP, TDM and hybrid networks in a single box
- Integrates easily with NICE Quality eXpress

NICE Recording eXpress supports the following PBX platforms, extensions and command and control systems:

### Telecommunication lines

- All types, including E1, T1, ISDN, PCM, CAS
- Analog extensions
- All PBX types
- ANI / ALI, contact closure (squelch)

### Digital and VoIP extensions

- Alcatel-Lucent, Ascom, Aspect, Avaya, Bosch, Ericsson, Fujitsu, Goldstar, Intertel, LG, Mitel, NEC, Nitsuko, Nortel, Panasonic, Realitis, Rockwell, Selta, Siemens, Tadicom, Toshiba
- Active VoIP
- Avaya, Cisco, Mitel, Siemens, Alcatel- Lucent
- Command and Control systems - Capita, Amper, Prescom, Siemens

