Aligned with the Strictest it Standards

The NICE Advanced Interaction Recorder was designed with the help of a community of customers and leading technology partners; amounting to years of accumulated IT expertise and experience. It supports the most advanced IT standards and requirements, including:

- Flexible centralized channel licensing - ability to switch channels across AIR servers by the customer

- 64-bit native code runningon Windows Server 2014

- Certified with virtualization environments

- Built-in alarming and monitoring capabilities

- File-based archiving

- Gradual upgrades - runs side-by side with existing loggers during the transition period

About NICE

www.nice.com

NICE Engage Platform

Advanced Interaction Recording

Recording in the "Now" Customer Era

We've all come to enjoy the availability and immediacy of digital engagement channels - something that has been easy to get used to. It's raised the bar for customer service levels and centers. While simple issues are easily taken care of online, people want that same speed and efficiency for more complex issues, those that require the assistance of a customer service agent. All of this has placed a heavy burden on organizations to keep service levels as high as today's communication channels are fast.

With the introduction of advanced real-time technologies, the time has come for organizations to combine the speed of the digital world with the expertise and human touch of its service reps. NOW is the time to turn your contact center intoa real-time engagement center.

Our new state-of-the-art recording - NICE Advanced Interaction Recorder (AIR), part of the NICE Engage Platform - delivers the industry's first real-time streaming solution. It enables the NOW customer experience with breakthrough high-scale recording and a lower TCO (Total Cost of Ownership).

Make a Real-Time Impact

Simplified Customer Authenticationtion
Accelerating the process using voice print technology.
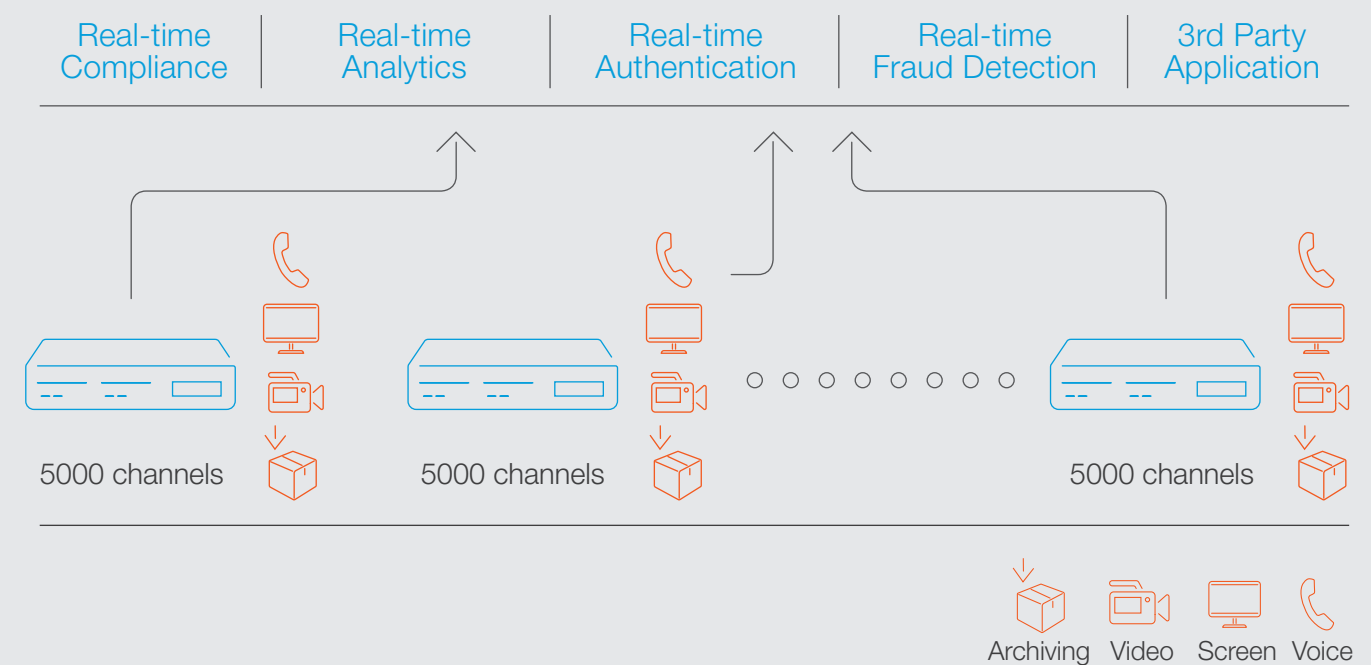
Ensuring Compliance
By enforcing processes and prompting agents to read out necessary disclaimers.

Preventing Fraud
Interaction data can detect attempted fraud during a call, helping agents manage risk before any damage is done.

Identifying Important Calls
Managers will be alerted to sensitive calls, allowing them to intervene on the fly.

Real-time Compliance	Real-time Analytics	Real-time Authentication	Real-time Fraud Detection	3rd Party Application

5000 channels   5000 channels   5000 channels

Archiving   Video   Screen   Voice

Boosted Scalability Remarkably Lower TCO

The NICE Advanced Interaction Recorder was designed with the help of a community of customers and leading technology partners; amounting to years of accumulated IT expertise and experience. It supports the most advanced IT standards and requirements, including:

Fewer Servers

By consolidating voice, screen and video; storing and streaming in one server, we've substantially reduced the number of necessary servers. This has also eliminated the need to deploy various components; that means less rack space and lower electricity consumption.

Reduced Network Traffic

In addition to minimal dependency on network connectivity between different components.

Simplification Across the Board

Including solution deployment, maintenance, licensing and redundancy schemes.

Increased Robustness

In every area of the solution: recording, real-time interaction analytics, streaming, storage, performance and much more.

Ensuring Regulatory Compliance

NICE has provided regulatory compliant recording solutions for over 25 years to the largest contact centers and trading floors in the world.
To address compliance requirements, the NICE Advanced Interaction Recorder is equipped with capabilities that include and address:

- Advanced retention setting
- Secured APIs
- End-to-end media encryption
- PCI DSS 3 compliance
- Powerful resiliency options (telephony / trading system integrationdependent): pool of AIRs, N+1 chains and 1+1 (duplicate) recording
- State-of-the-art business continuity: faster failover mechanism
- Multiple datacenter business continuity and disaster recovery support
- Government security regulations
- DoD data deletion capabilities

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server for voice, screen and video recording plus archiving and streaming

1sec
Real-time streaming with less than a 1 second delay

5000
Up to 5000 recording channels per server

100%
real-time streaming to business applications