

# Trader Replay Authorization

Efficient & Compliant  
Replay of Trading  
Recordings

## 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

## Automated Process

NICE Trader Replay Authorization (NTRA) is designed to convert the complete process from requesting a call for playback, up to the approval process into an easy workflow. The NTRA application replaces the standard Search & Replay of NICE Trading Recording (NTR).

## Flexible Workflow

The flexible workflow setup ensures that the application fits every organization, no matter how complex the authorization process is. With dynamic links to the company's LDAP, the organization hierarchy can be retrieved automatically. There are many approval and playback options to fit current processes.

NICE Trader Replay Authorization provides a secure and flexible replay approval process via one intuitive web-based portal. From this portal requests for playback can be started, followed and approved. And with its customizable configuration setup, all existing processes can be replicated in the system's simple, automated workflow.

## Why Nice Trading Recording

Compliance recording and interaction analytics provide financial firms a robust, mission-critical technology platform to address:

- Regulatory compliance - Automated call recording helping organization retain records of all customer interactions in compliance with external regulations and internal policies.
- Dispute management - Sophisticated search, retrieval and call replay capabilities help resolve customer disputes quickly and cost-effectively.
- Compliance investigation - Interaction analytics, speech analytics, real-time monitoring to flag and analyze potentially risk calls, alert compliance officers and customize investigation policies to comply with regulations.
- Call playback authorization - A flexible, auditable workflow process for replaying call recordings in trading floor environments enabling companies to comply with strict security requirements while still providing fast access to recorded calls.



### Request

- Track searches
- One click preview
- One click to request



### Approve

- Notification received
- One click approval
- Each request audited



### Replay

- Notification received
- One click replay
- Each replay audited

## Required For Compliance

Today's strict regulatory environment has profound effects on the systems and processes that power the trading floor. Changes in legislative and technical environments and the recent economic downturn are forcing financial institutions to develop new strategies to improve operations, reduce costs and support business and service enhancements. NICE Trader Replay Authorization complies with these new regulations.

NICE Trader Replay Authorization (NTRA) offers one intuitive user interface that allows a trader to search for calls (with preview) and creating a request for replay, and for the approvers to track pending replay requests and approve requests with one click. All actions, from traders and approvers, are logged in an audit trail.

