NICE®

The Hidden Pages to Look For in a Recording Solution

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.

When looking for a contact center recording solution, we tend to focus on apparent features and often overlook behind the scenes capabilities that can make our lives much easier later on. Here are the top scenarios' requirements that you may not think of, as well as the recording solution capabilities that would help you cope with them:

Audit Queries Compliance

When you are being requested by the regulator to extract data from your recording solution for auditing, you want it to be an easy task. An intuitive one-click search, play and audit application leading to quick results will allow you to respond quickly to regulatory enquiries while minimizing the risk of penalty.

Switch Environment Replacement

Changes in contact center components or configuration may be a result of an unexpected business decisions and might not be ideal for your recording needs. Such a change may require intensive work if the recording solution you are using is not compatible with it. This can be easily eliminated by applying an all-in-one recording solution that supports multiple switch environments and various recording methods.

Extended Capacity

The reasons for higher capacity requirements vary from business expansion to a transition to 100% recording, while the need for it is not always predictable. For instance, we see many contact centers that used to record 20-30% of the calls moving to 100% recording, which means a fivefold increase in recording volume that needs to be supported. A high capacity recorder simply solves this issue and, with the right technology, does not involve significant extra cost.

Recording Plan Change

Changes in recording requirements among distributed sites may impose many challenges if your system if not ready for it. As the recording system admin, you want to have as much flexibility as possible in your hands and be able to configure the system as you wish on a need basis. A Do-It-Yourself system mapping and optimized licensing management allows you to adjust to such changes quickly.

Changing Archiving Requirements

Regulatory archiving requirements often change while demanding to increase or decrease archiving retention time. You should select a flexible recording solution with a media management application allowing to easily adjust retention of archived calls to comply with changing regulations.