



*CREATING perfect experiences!*

Uncompromising Compliance, Perfect Customer Experiences

## ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)

# NICE CONTACT CENTER COMPLIANCE SOLUTIONS



## STEP 1

### REAL-TIME GUIDANCE

Controlling each interaction in real time, ensuring agents are complying with regulations and providing a good customer experience.

## STEP 2

### INVESTIGATION

Visibility into the interaction, including the tools to quickly investigate and alert possible compliance risk

## STEP 3

### DOCUMENTATION

Capability to fully document the interaction, both for internal purposes and in response to a regulatory audit or investigation.

The Dodd–Frank Wall Street Reform and Consumer Act has brought about the most significant change in financial regulation since the Great Depression. The Consumer Financial Protection Bureau (CFPB), which has about 1,000 staff members and a **budget of over \$450 million**, has levied massive enforcement actions, including \$550 million in public penalties.

Today's customers are also better informed, using technology to benchmark services and prices against the competition. Many service providers are facing major challenges in driving the customer experience, causing experience levels in most industries to decline.

## BALANCING REGULATION COMPLIANCE AND CUSTOMER EXPERIENCE

The CFPB is looking to effect a very fundamental change in the relationship between consumers and the financial industry, primarily by increasing the power and scope of regulations. This shift risks changing the way financial institutions treat their customers, as organizations try to find a new balance between regulatory compliance and providing a good customer experience.

Contact centers are the most exposed in this respect and, in many cases, are the weakest link in the chain. Service agents have to navigate through regulations, disclaimer scripts and customer consent, remaining consistently in compliance, yet without compromising on service.

Moreover, multiple channels of customer interaction make regulatory compliance adherence an even more complex challenge. And your company faces serious penalties for any misstep handling a tremendous amount of sensitive personal information.

In the contact center, customers often share sensitive information in high-pressure and dynamic interactions. For effective compliance adherence, you need real-time active monitoring, analysis and agent guidance. You also need to be able to capture, retain, identify and retrieve every customer interaction, in the event of a claimed regulatory breach.

By applying lessons learned from millions of interactions, NICE can help you minimize exposure to risk and prevent regulatory breaches.

## THE NICE PROACTIVE COMPLIANCE SOLUTIONS – ENSURING COMPLIANCE WITHOUT COMPROMISING CUSTOMER EXPERIENCE.

### Compliance Recording

Capture every interaction, whether at the contact center or on a mobile device.

### PCI Compliance

Earn the trust of customers providing sensitive payment card information.

### Real-Time Compliance

Ensure your contact center agents adhere to regulations during customer interactions.

### Compliance Analytics

Monitor and analyze all contact center interactions for compliance breaches.

### Compliance Management System

Identifying, managing and even predicting customer dissatisfaction at the earliest stages.

With NICE compliance solutions for your contact center, you minimize the risk of costly regulatory breaches and provide the seamless service your customers expect.